TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE System:

Back Office Expense Processor Handbook

Table of Contents

Document History

Date	Notes/Comments/Changes
5/14/12	SAO/TTE Training issued document
11/06/13	SAO/TTE Training updated document for branding changes. No system changes affecting SAO users through 9/20/13 vendor milestones.

Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool and do not have the proper permissions, contact your local TTE Travel & Expense Administrator.

Section 2: Overview

Back Office Processor enables any employee assigned the role of Expense Processor to process expense reports that are pending manager approval, or that have been approved by a manager, but have not yet been reimbursed.

The tool also allows for reports to be viewed, receipts to be marked as received, and historical expense reports to be searched and reviewed.

Expense Processor Roles

Assignment of any of this role will allow an employee to access the Expense Processor tool:

- **Expense Processor:** This role grants access to functionality required for viewing and updating reports within Expense Processor. This role cannot delete expense reports. The Expense Processor role can be restricted in User Permissions by selecting one of the following options:
  - ♦ Display all reports excluding returned reports
  - ♦ Display all reports including returned reports

NOTE: The term *Back Office* is used throughout this guide to represent the role defined above.

Processing a Report

The following are the general steps required to process an expense report:

0. Find an expense report and view its entries.

1. Verify that expense receipts have been received (where receipts are required) at the expense report and/or line item expense entry levels.

2. Mark the receipts as received (if required).

3. Approve the expense report for payment, return for correction or forward to an additional approver.

Approval Status*	Description
Accounting Review	States that the report is under review and allows minimal edits to occur within an expense report or entry
Approved	States that the expense report has been approved
Sent Back to Employee	States that the expense report has been sent back to the submitter for modifications

* There is no limit to the number of approval statuses that can be created for an expense report. The names of the approval statuses may differ depending on your configuration.

Understanding Exceptions

Exceptions are messages that appear at the report, entry, or itemization level to indicate to the employee, approver, and/or accounting personnel that a rule has been violated.

Terminology

- **Exception Code:** A unique one to eight alphanumeric character code that is assigned to every exception. This code is determined by the client's internal coding system.
- **Exception Level:** A number assigned to each exception that determines the severity of a rule. It is the responsibility of a company to determine the various levels. A setting can be set in Workflows that prevents an employee from submitting an expense report that contains an exception of a certain level.

Types of Exceptions

Exceptions are displayed on expense reports using a red, yellow, or blue icon.

- **Red:** Indicates an error that must be resolved before the expense report can be submitted. The employee may be unable to submit an expense report until the issue is resolved.
- **Yellow:** Indicates a warning or an informational message. The employee can submit expense reports.
- **Blue:** Indicates that the Expense Processor has cleared the exception (either red or yellow).

The Back Office Processor can view all exceptions, including the code and level number in the exception message. This information is hidden from the employee and the approver. For example:

- The exception message for the processor reads: **Code:** EXCEED, **Level:** 3, Report total exceeds $5000
- Whereas the employee and the approver see only: Report total exceeds $500

Section 3: Back Office Processor Procedures

The **Back Office Processor** page allows the processor to:

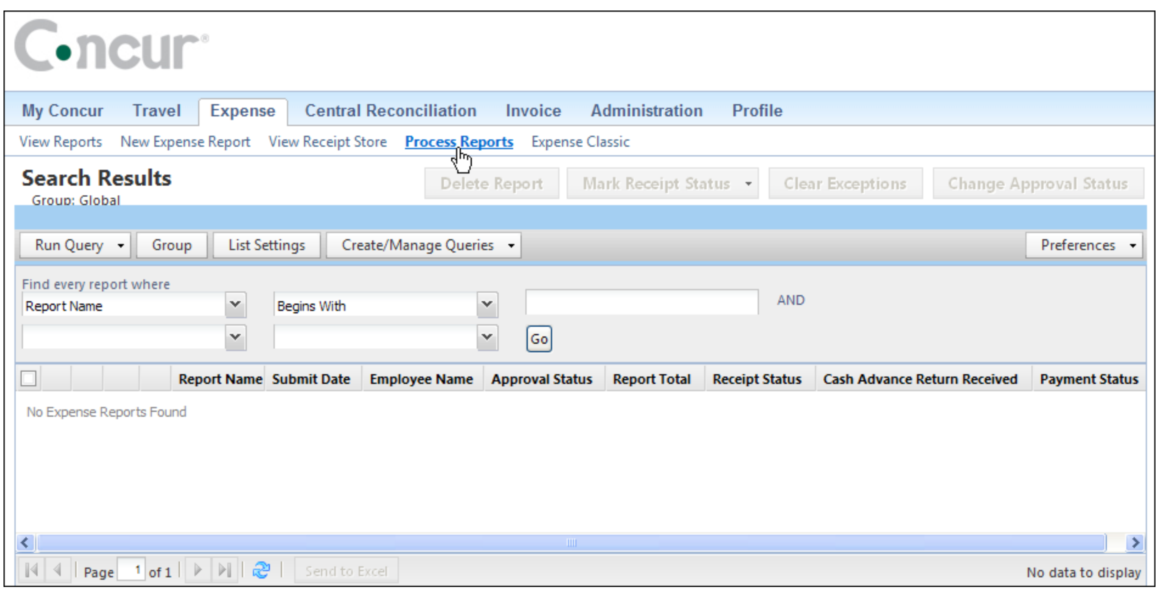
- Search for reports using search fields
- View the report totals, itemizations, workflow, audit trail, receipt images, , and trip itineraries
- View and modify allocations
- Update approval statuses
- Scan and upload receipt images to reports
- Add report-level comments to single or multiple reports
- Use multiple view options to improve efficiency

Managing the Back Office Processor View

Processors can change several aspects of the **Process Reports** and **Expense Report** pages, in addition to setting their default view.

To access the Process Reports page:

On the menu, select **Expense** > **Process Reports**. The **Process Reports** page appears.



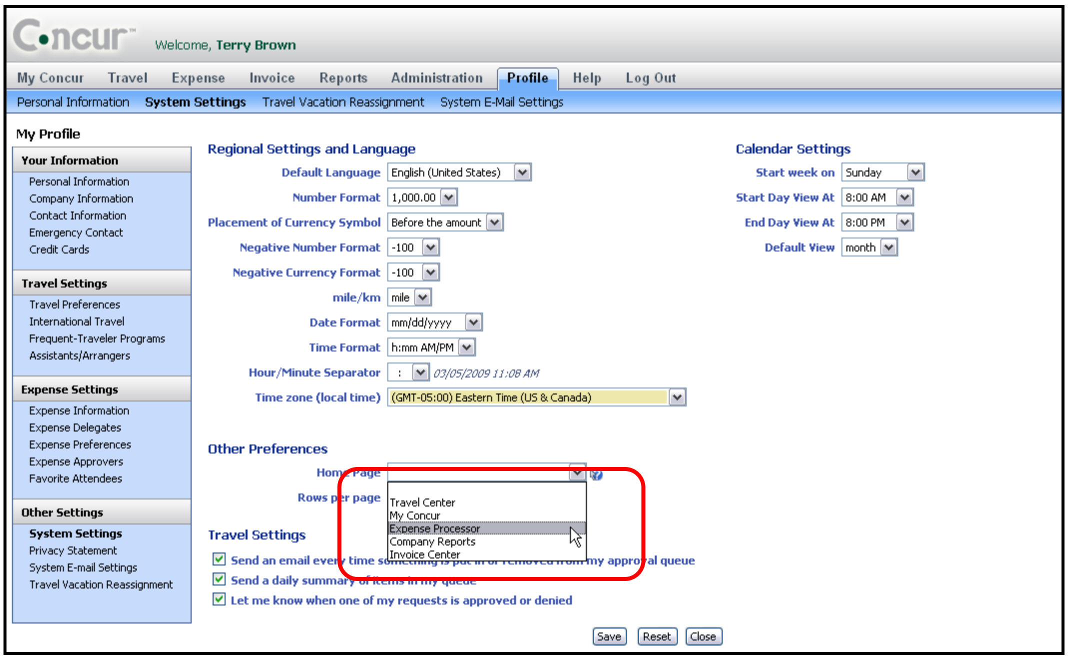
Setting the Process Reports Page as the Home Page

The processor can set the **Process Reports** page to be the first page he/she sees after logging in to Expense.

To set the Process Reports Page as the home page:

1. On the menu, select **Profile** > **System Settings**.

4. In the **Home Page** list, select **Expense Processor**.



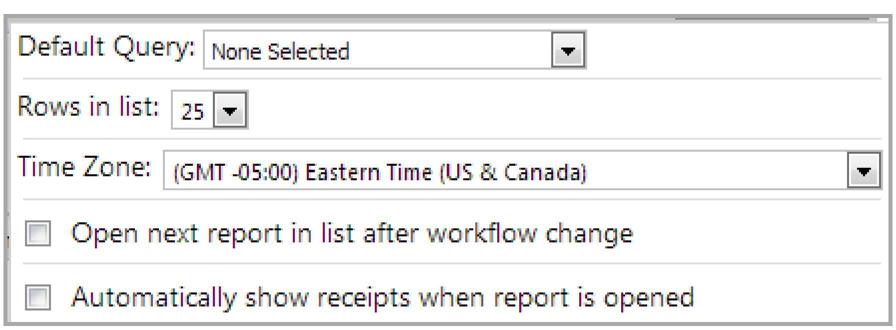
5. Click **Save**.

Setting the Process Reports Page Preferences

The processor can set the **Process Reports** page behavior.

To set the page behavior:

1. On the **Process Reports** page, select **Preferences**.



6. In the **Default Query** field, select the query to run when the **Process Reports** page is first opened. If no specific query is regularly used, this can be set to *None* or to the general query for *Report Ready For Processing*.

7. In the **Rows in List** field, select the number of rows to display on the page. Multiple pages will be displayed if more reports are found; this sets the number of reports displayed on each page of the list.

8. In the **Time Zone** list, select the time zone within which the search criteria should focus, for example, a search should return reports falling within the PST time zone, or "(GMT -5:00) Eastern Time (US & Canada).

9. Select or clear the **Open next report in list after workflow change** check box, as desired. If this box is not selected, the display will return to the report list.

10. Select or clear the **Automatically show receipts when report is opened** check box, as desired. If this box is not selected, the receipts can be opened from the menu as needed.

11. Click **Preferences** or any other area of the screen to close **Preferences**.

Managing the Process Reports Columns

Report columns may be added, removed, or rearranged for viewing on the **Process Reports** page, as necessary.

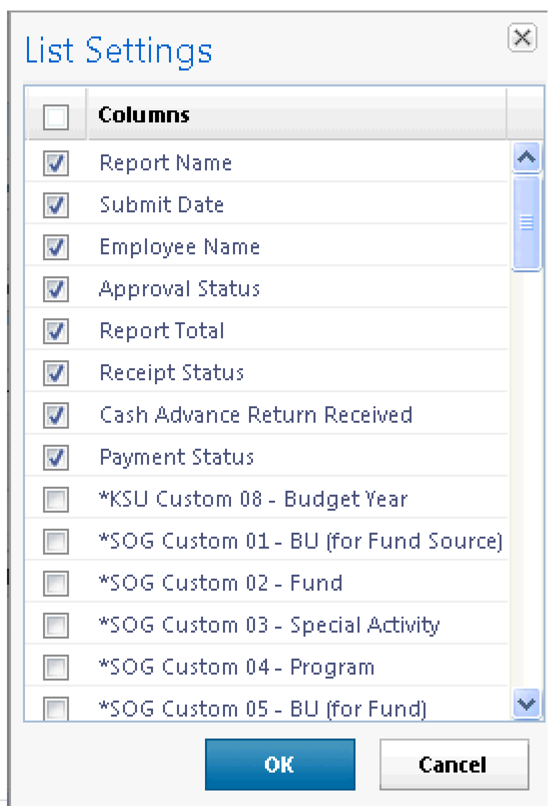
To add or remove the report columns:

1. Click **List Settings** on the **Process Reports** page. The **List Settings** window appears.

2. Select the check boxes for the columns to add to the **Process Reports** page.

3. Clear the check boxes for the columns to remove from the **Process Reports** page.

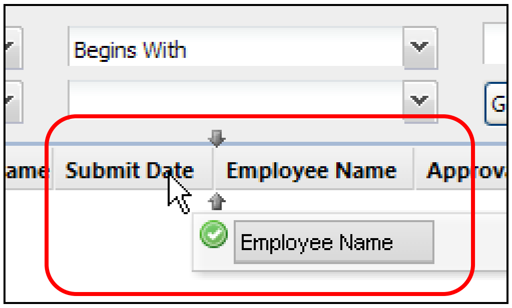
4. Click **OK**.



To rearrange the columns on the Process Reports page:

1. On the **Process Reports** page, click and hold on the name of the desired column.

2. Drag and drop the column in the new location. Arrows will appear to indicate where the column will be moved.



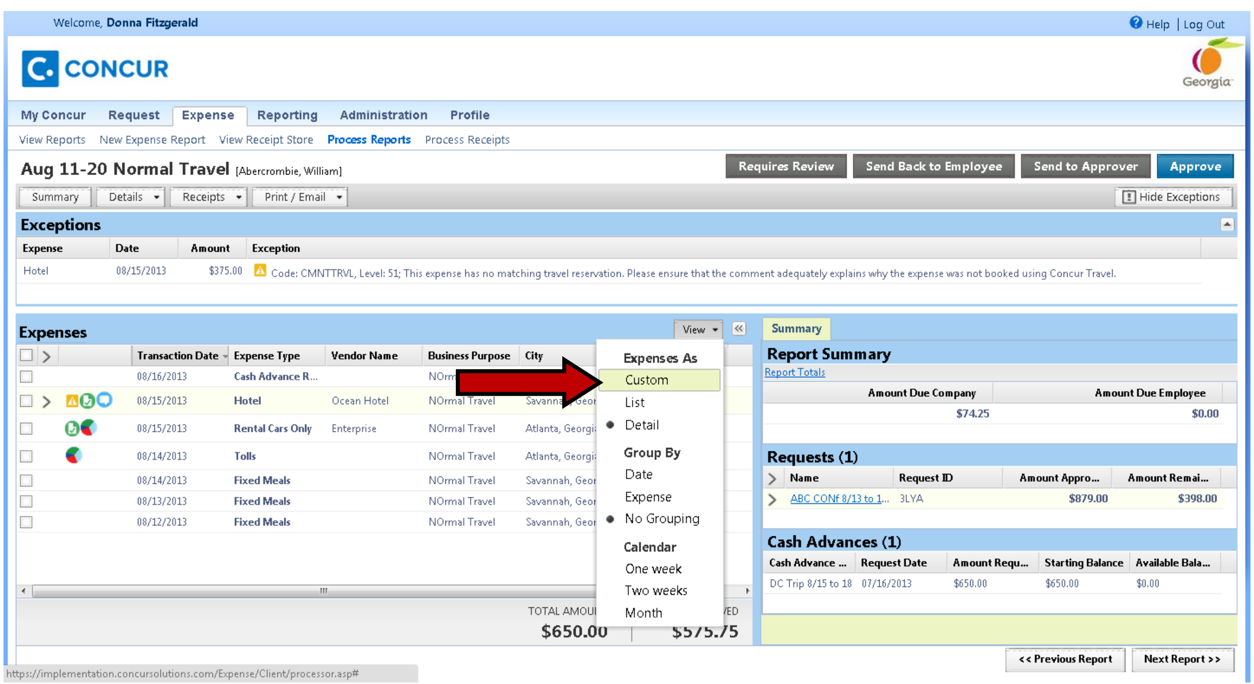
The page displays the new column order.

Managing the Expense List Columns

Expense columns may be added, removed, or rearranged for viewing in the **Expense List** section of the **Expense Report** page. Note that the system will use up to 75% of the display area for the expense list, reserving the remaining 25% for the expense entry pane.

To add or remove the expense list columns:

1. Select **View** > **Custom** (under **Expenses As**) on the **Expense Report** page.



2. Click **List Settings**. The **List Settings** window appears.

3. Select the check boxes for the columns to add to the **Expense List** section.

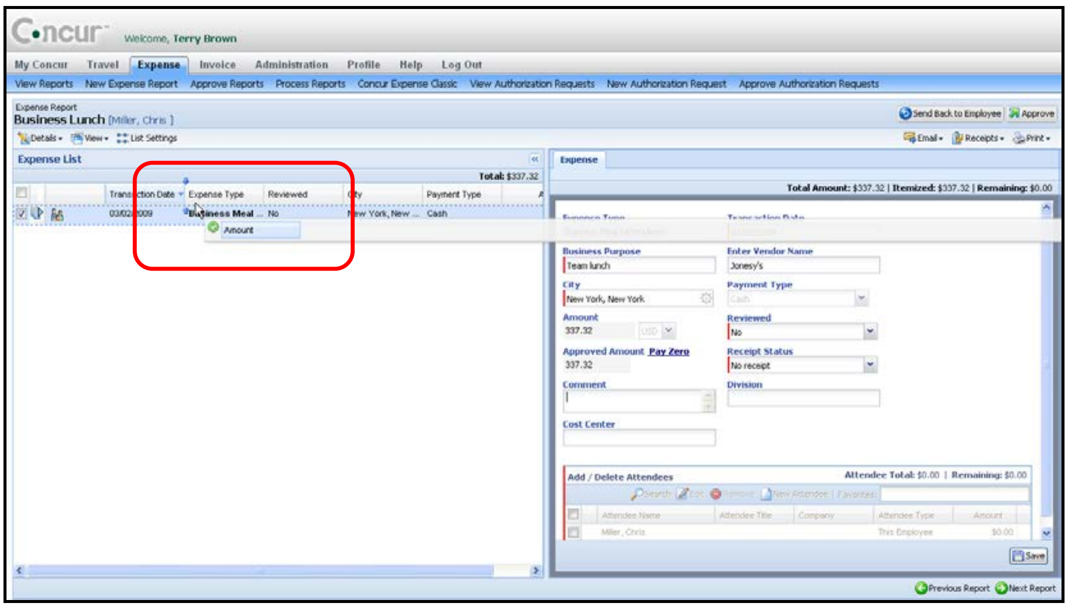
4. Clear the check boxes for the columns to remove from the **Expense List** section.

5. Click **OK**.

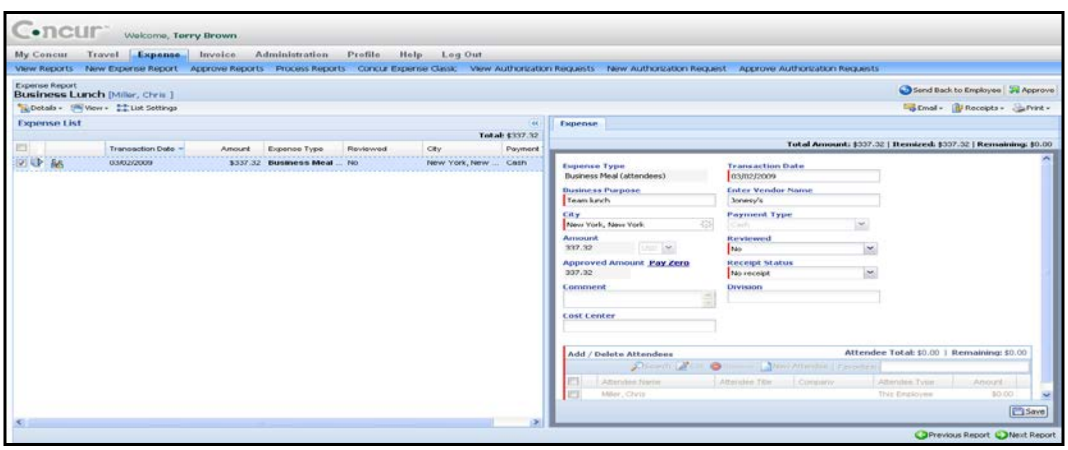
To rearrange the Expense List columns:

1. In the **Expense List** section of the expense report, click and hold on the name of the desired column.

2. Drag and drop the column in the new location. Arrows will appear to indicate where the column will be moved.



3. The section displays the new column order.

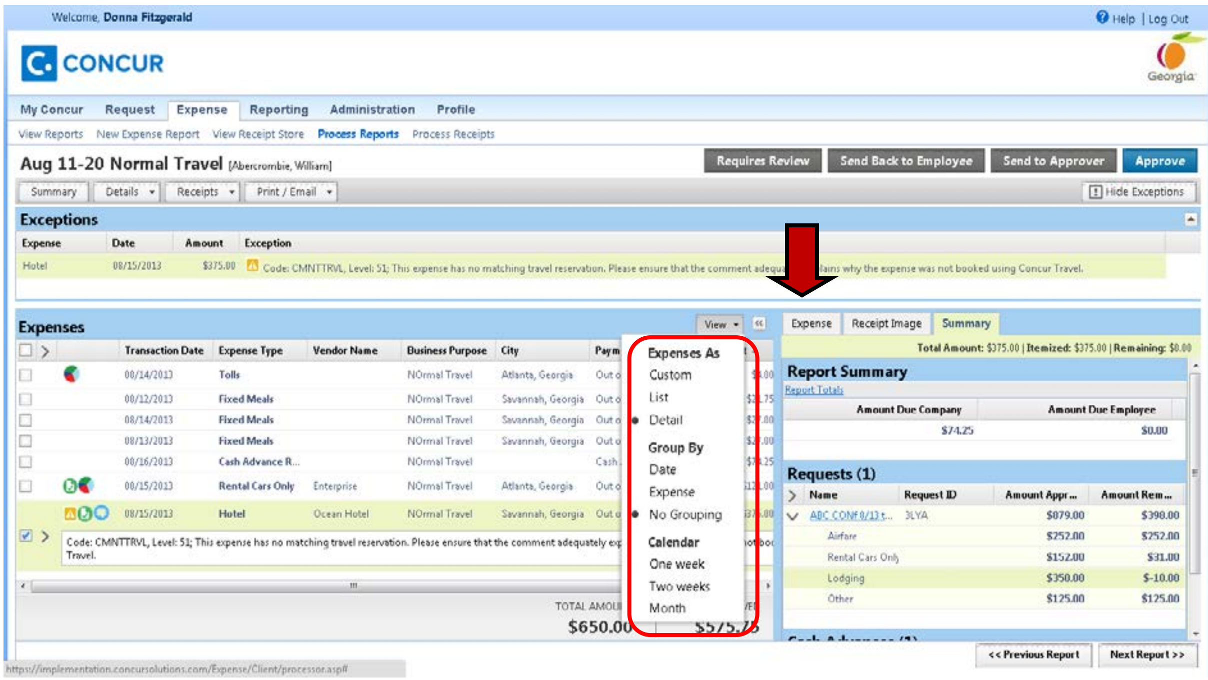


View Options

The Options processor can choose from several view options when viewing the expense report data.

To access the view options:

1. On the **Process Reports** page, open the desired report. The expense report appears.
2. Select **View**.



3. Select the desired view option. The page will refresh, displaying the data in the new format.

Searching for Reports

Searching for an Expense Report

The processor can search for an expense report within the **Process Reports** page using the **Starting Group** list and **Find** area, and can run the default query *Reports Ready for Processing* or any other saved query.

SEARCHING FOR AN EXPENSE REPORT BASED ON ENTERED CRITERIA

When searching for expense reports, use these two filters in conjunction with one another:

- Starting Group

  AND

- Specific employee information, such as employee name

The first time you use the Back Office Processor, the **Process Reports** page will appear blank. You can set a query to run when you open the page if you always work with the same query. If you work with many different queries, it is best to select the query after opening the **Process Reports** page.

Refer to the *Setting the Process Reports Page Preferences* section of this guide for additional information.

Starting Group List and Find Area

The two search options, **Starting Group** and **Find every report where**, are dependent on each other. For example, you can first select the Group for which your search criteria is to be performed against (Global Group-United States), and then you can search for specific expense report information (Employee Last Name = Brown). In this search situation, only the expense reports that were created by employees in the Global Group-United States group and have the last name of Brown will appear as your search results.

NOTE: You can select the **All Groups I Can Access** option in the **Starting Group** list to see reports for all groups you can access.

To search for expense reports using Group and Find fields:

1. On the **Process Reports** page, click **Starting Group**.
2. Navigate to the desired group.
3. Click **OK**.
4. Use the **Find** area to narrow your search. In the **Find every report where** area:
   - Select an option from the list, such as **Employee Last Name**.

     NOTE: For the date sensitive criteria, use the date format mm/dd/yyyy.

   - Select an operator, such as **Begins with**.
   - Type a text value, such as **B**.

NOTE: Be aware that entering the wildcard (*****) symbol into the search criteria text field will result in a delay as the system works to return all expense reports, without narrowing the results.

5. Click **Go**. Only the expense reports that match both the **Starting Group** criteria and the **Find** criteria will appear in the search results.

SEARCHING FOR AN EXPENSE REPORT USING A QUERY

You can also search for existing expense reports using a default query, **Reports Ready for Processing** or your existing saved queries. When **Reports Ready for** Processing is run, all expense reports that are pending authorization will appear within the **Process Reports** page. The query can be selected from the **Run Query** list.

To search for expense reports using an existing query:

1. In the **Run Query** list, select the name of the desired query.

2. Click **Go**. The **Process Reports** page alters to reflect the search results.

Search Queries

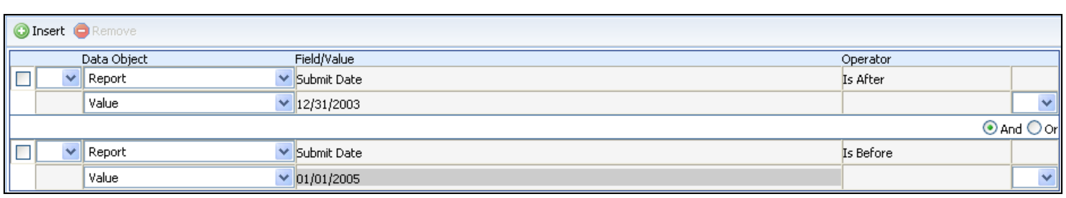
The processor can use the **Create/Manage Queries** list on the **Process Reports** page to create new search queries and manage existing queries. The queries are if/then conditional statements. If the defined conditions are met, then the expense report is displayed to the processor.

NOTE: The queries created within this area are specific to each administrator; they are not global. Each Back Office Processor creates and manages their own queries.

UNDERSTANDING CONDITIONAL EXPRESSIONS

When creating or editing conditional expressions, the administrator should consider the following.

- An expression can include an unlimited number of conditions. The conditional expression for "2004's expense reports " is:



It is composed of two conditions, separated by the Boolean separator of And.

- Most conditions are composed of a **Field** followed by an **Operator** and a **Value**. For example:

(Submit Date	Is After	12/31/03	AND	Submit Date	Is Before	01/01/05)
Field	Operator	Value		Field	Operator	Value

  - A **Field** consists of a data object (a database table) and a field (a database column), located within the data object. The field that is selected defines the data type of the condition (number, text, date, and so forth).

  NOTE: If a second condition is created, the field's data type must match that of the first field.

  - An **Operator** is one of several pre-defined comparison operators (equals, not equals, is greater than, and so forth). The list of operators changes depending on the type of data being compared.
  - A **Value** is a constant, and like the field, can be of any data type; however, the data type of the value must match the data type of the field.
- When a conditional expression is composed of multiple conditions, each condition is separated by either And or Or.
- Conditions can be added to the end of the conditional expression or inserted in the middle.
- Parentheses are optional and are used to define order of operation for the And/Or operators. If the parentheses are omitted, And/Or operations are carried out left to right. There is no precedence of And over Or; the evaluation of the expression is simply left to right.
- If a conditional expression contains parentheses, the count of left parentheses must match the count of right parentheses. There can be up to three parentheses for both left and right sides.

Example of correct placement of parentheses and total left/right count:

(Condition 1) and (Condition 2)

Examples of incorrect parentheses even though the total left/right count matches:

Condition1) And (Condition2
Condition1) And (Condition2) Or (Condition3
(Condition1)) And (Condition2

Simple Condition Example:

A condition is a simple Boolean comparison, like:

Cash Advance Balance Is Greater Than 1000

The condition looks at the report total and sees if it is greater than 1000. If True, or yes, then the report is located and displayed to the Processor. If False, or no, the report is not displayed.

Complex Condition Example:

The conditional expression can be a single condition as in the above example, or it can be a complex expression involving multiple conditions connected by And / Or operators and parentheses, such as the following example that contains four conditions:

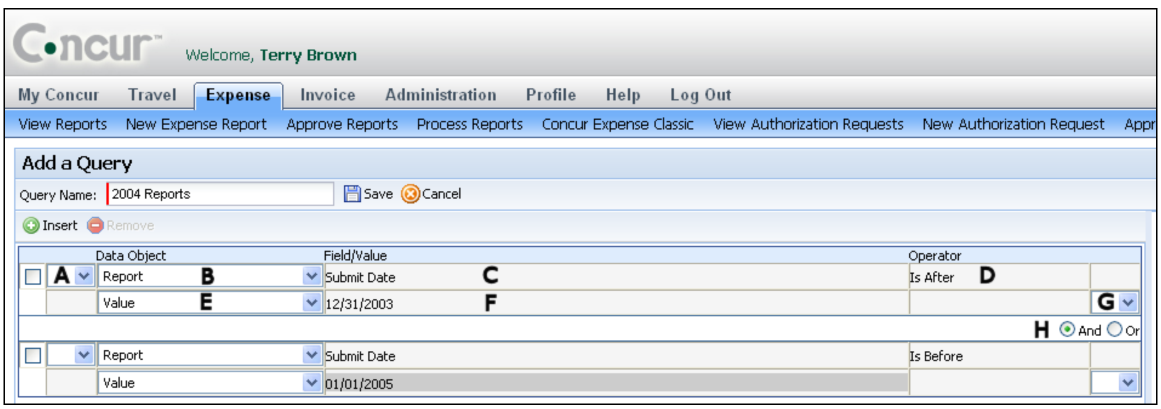
Report Date Is Greater Than 9/30/02 and (Employee Group Equals GermanGroup or Employee Group Equals FrenchGroup) and Report Total Is Greater Than the Amount Remaining for EuropeBudget.

REIMBURSEMENT CURRENCIES AND THE EXCHANGE RATES FEATURE

Processor queries ***do not*** use the Exchange Rates feature to convert reimbursement currencies to the currency in the query.

ADD A QUERY PAGE AND THE CONDITION EDITOR

The **Add a Query** page in Processor is similar to the **Condition** page within the Audit Rules, Authorization Request Administrator, and Workflow tools. The following is a sample of the **Add a Query** page, including the Condition Editor.



Each condition appears on two lines within the **Add a Query** page. The following table provides a description of the fields referenced on the **Add a Query** page.

Field	Description
A: Left Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.

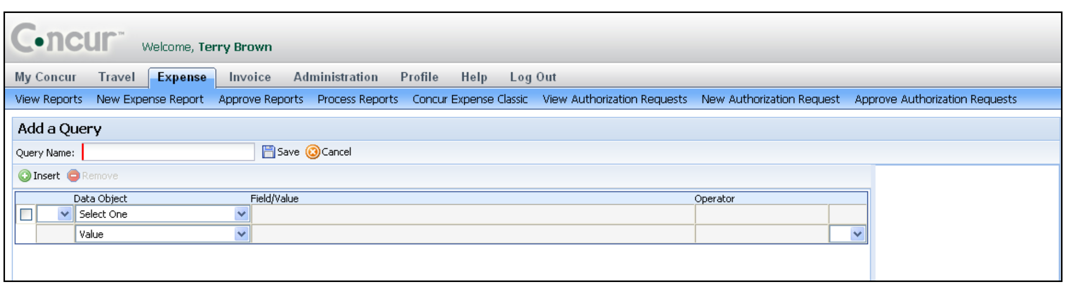
Field	Description
B: Data Object	Select one of the following: • **Company Card**: Used to create rules based on company card data. • **Employee:** Used to create an employee-based condition. • **Entry:** Used to create an expense entry based condition. • **Entry Allocation:** Used to create an expense entry allocation based condition. • **Entry Attendee:** Used to create an attendee-based condition. • **Report:** Used to create an expense report based condition.
C: Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
D: Operator	Select an item from the helper pane that appears. The information that appears within this pane is based upon previous choices.
E: Data Object	This field will always display as **Value** and cannot be changed.
F: Field / Value	Select an item from the helper pane that appears. The information that appears within this pane is based upon the selection within the Data Object list.
G: Right Parenthesis	Select zero to three parentheses, depending on the complexity of the condition.
H: And / Or	Select either option to join the current condition to the next condition.

DETERMINING HOW TO CREATE A QUERY

When creating or editing a query, the Back Office Processor defines the conditional expression(s) – the *if* portion of the query. The expression can contain one or more conditions separated by And or Or. For example:

- Assume the administrator wants to locate all expense reports totaling 500.00 USD or greater:
  `(Report Total Greater Than or Equal 500.00 USD)`

  The **Add a Query** page displays as:



For more information about conditional expressions and the tool used for creating and editing conditional expressions, refer to the *Understanding Conditional Expressions* section in this guide.

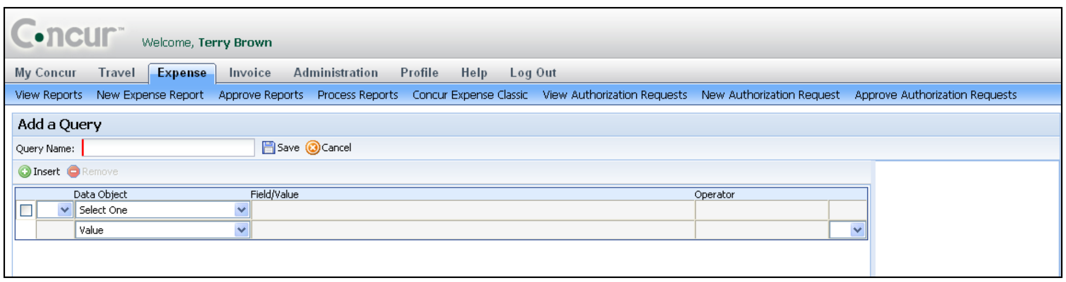
CREATING A NEW QUERY

A new query can be created for use on the **Process Reports** page. Queries can be run against the group or groups of employees for whom you have administrative rights.

NOTE: Queries are individually created; therefore, you can only create queries for your own use. Global queries to be used by all Back Office Processors cannot be created.

To create a new query:

1. Select **Create/Manage Queries** > **Create New Query**. The **Add A Query** page appears.



This page includes the following:

Field	Description
Query Name	Enter a name for the query. The name you provide will appear in the **Run Query** list on the **Process Reports** page.
Condition	Select the appropriate information from within the Condition Editor.
Insert	Click to add additional conditions to the Condition Editor. Additional rows can be added at the bottom of the current rows or inserted into the middle by selecting the row to insert in front of. There is no limit to the number of rows that can be added.
Remove	Select the check box next to the condition to be deleted, and then click **Remove**. The condition is deleted. This action is permanent. If you delete a condition in error, you will have to recreate it in its entirety.

2. Add conditional rows as required.

NOTE: To insert a new condition in the middle of a conditional expression, select the condition you would like the new condition to go in front of, then click **Insert**.

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3. Click Save. The Process Reports page appears, with the query available in the Run Query list.

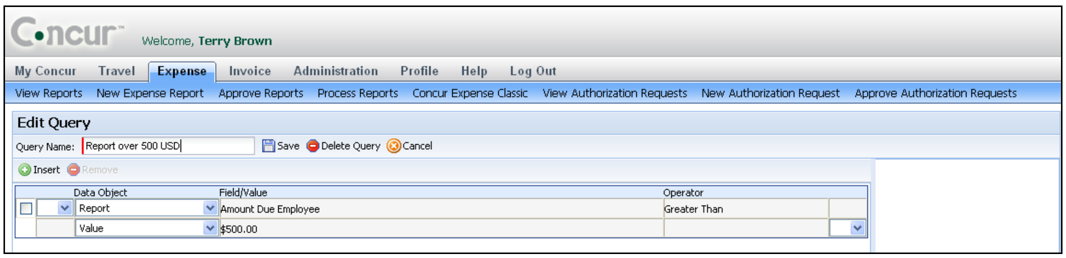
Editing Existing Queries

Queries can be edited from the **Create / Manage Queries** menu.

NOTE: Queries are individually created; therefore, you will only be able to edit the queries that you created.

To edit existing queries:

1. Select **Create / Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.



3. On the **Edit Query** page, edit the condition information, add another condition row, or delete a condition row.
4. Click **Save**. The **Process Reports** page appears.

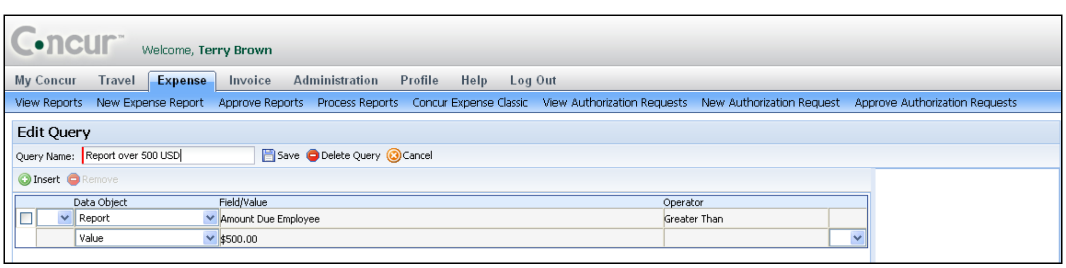
Deleting a Query

All queries can be deleted. This deletion is permanent; therefore, if a query is deleted in error, it must be recreated in its entirety.

NOTE: Queries are individually created; therefore, you will only be able to see and affect the queries that you created.

To delete a query:

1. Select **Create / Manage Queries**.
2. Select the desired query. The **Edit Query** page appears.



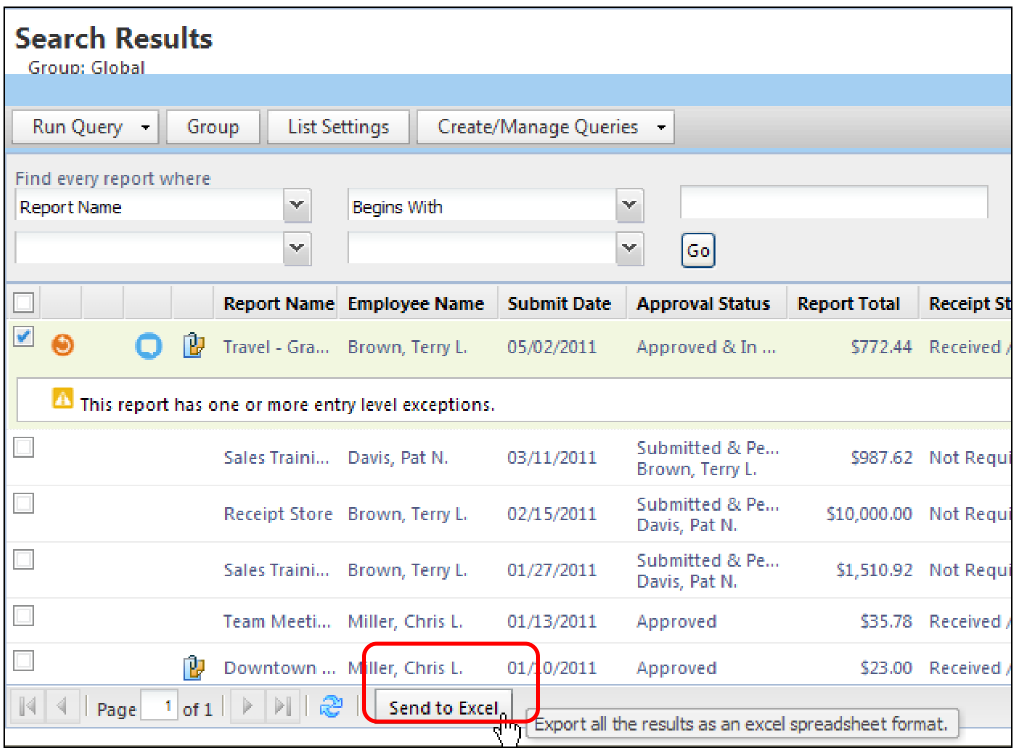
3. Click **Delete Query**. The query is deleted from the **Run Query** list of the **Process Reports** page.

Exporting Query Results

Query results can be exported to an Excel formatted file from the Process Reports page.

To export query results:

1. In the **Run Query** list, select the name of the desired query.
2. Click **Go**. The search results appear.
3. Click **Send to Excel**.



4. Click **Save**.
5. Select the location on your computer to save the file.
6. Click **Save**.

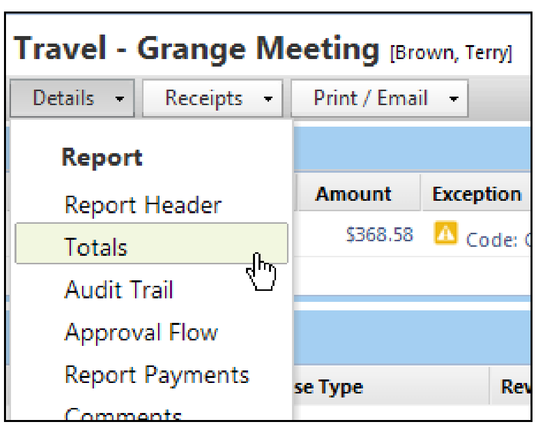
Viewing and Modifying Report Information

Opening an Expense Report

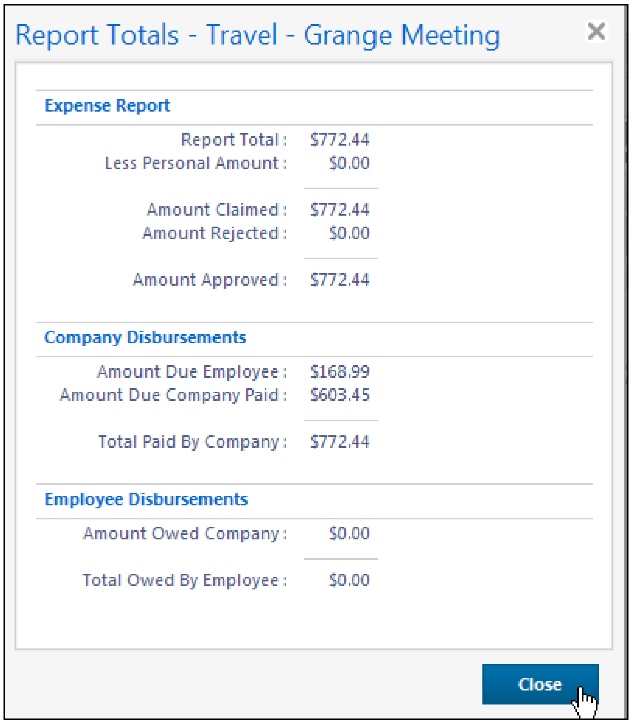
On the **Process Reports** page, select the desired expense report (click anywhere in the row – except the check box – that contains the expense report information). The report opens on the **Expense Report** page in the Summary View.

Viewing Report Totals

1. On the expense report, select **Details** > **Totals**.



The **Report Totals** window appears.



2. Click **Close**.

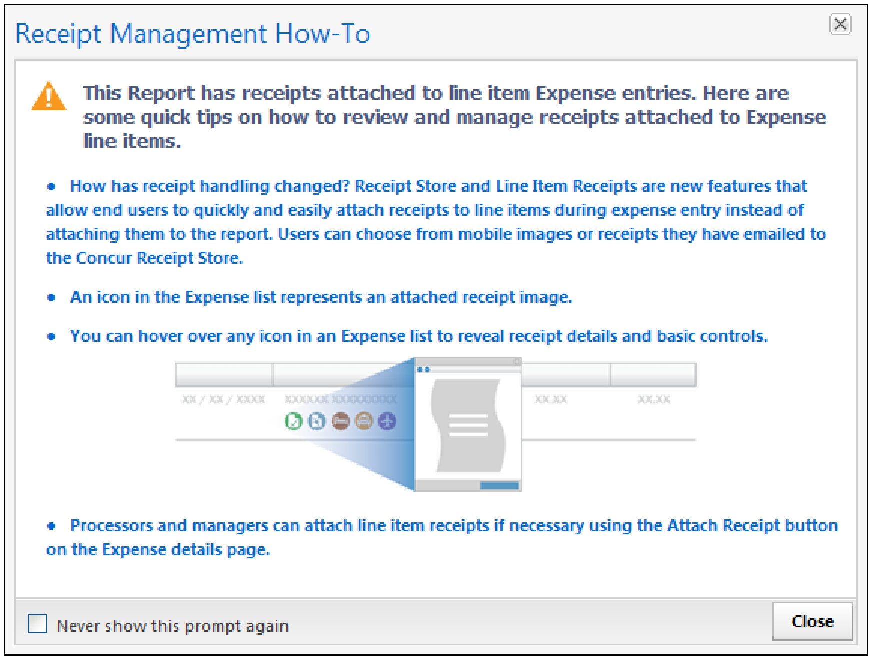
Viewing and Uploading Receipts

The processor uses the Preferences "show receipts" option to set whether the receipt view opens automatically when the report is opened for viewing - this is helpful for speeding the image to expense report verification. When they do this, the **Receipt Management How-To** window appears with information about how to work with receipts. The processor can then read the information, dismiss the window, and view the existing receipt images at both the expense report and line item expense entry levels They can also upload additional images for either level from a local folder.

Refer to the *Setting the Process Reports Page Preferences* section of this guide for more information about setting auto-view for images.

Viewing Expense Reports with Images at the Expense Entry Level

When the Processor first opens an expense report that contains line item receipts, the **Receipt Management How-To** window displays. Text within this window explains how to manage line item receipts.

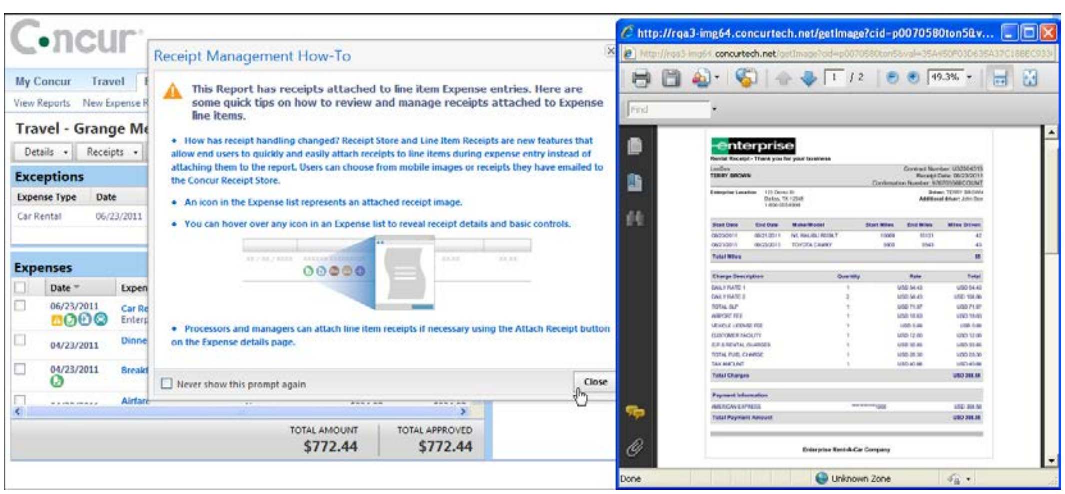


To dismiss this window, click **Close**; to prevent the display of this window, select the **Never show this prompt again** check box.

Verifying Receipt Images for the Expense Report and Line Items

To view images associated with the expense report:

1. Search for and open the expense report.
2. *Optional:* Dismiss the **Receipt Management How-To** window.
3. If the **Preferences** > **Automatically show receipts when the report is opened** setting is selected, the receipt loads in a third pane (note that pop-up blockers may prevent display - disable this browser option to view the image):



4. If the **Preferences** > **Automatically show receipts when the report is opened** setting is *not* selected, the processor chooses the receipt view behavior:

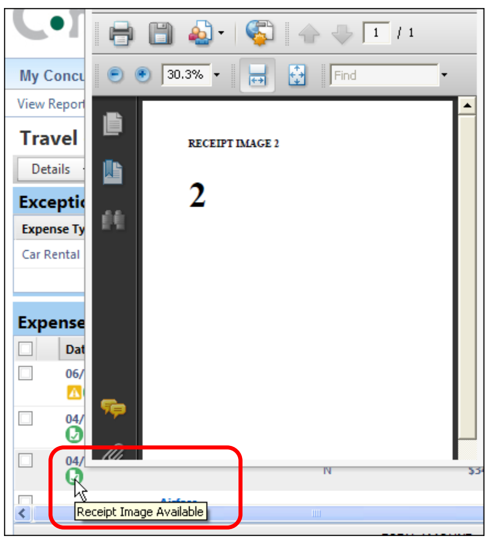
   - Select **Receipts** > **View Receipts in new window**
   - Select **Receipts** > **View Receipts in current window**

The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

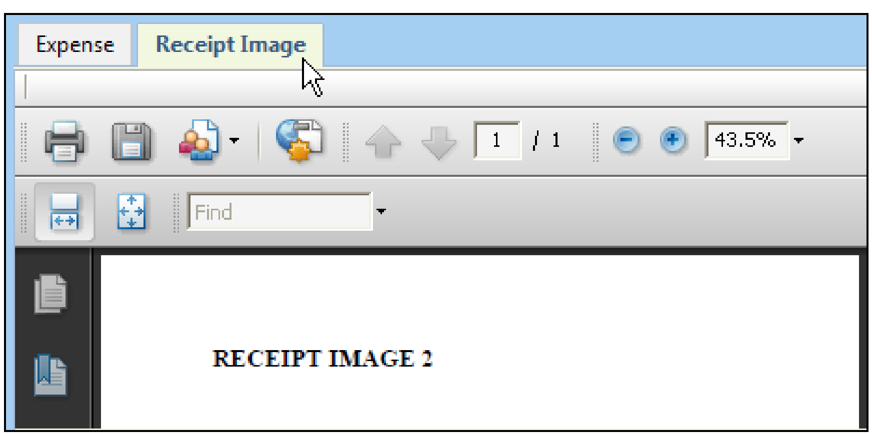
Verifying Receipt Images for Line Item Expense Entries

To verify that the correct receipts are attached at the line item level, the processor can choose from the following options:

- Hover over the Receipt Image Available icon ( ) to display the image for verification:

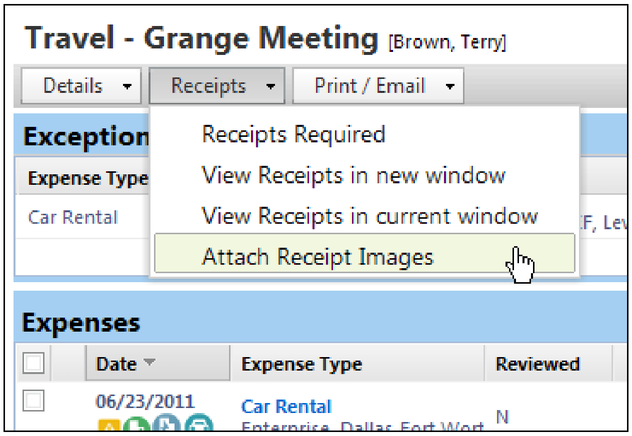


- Open the expense entry in Detail view, then click the **Receipt Image** tab to view the receipt image:

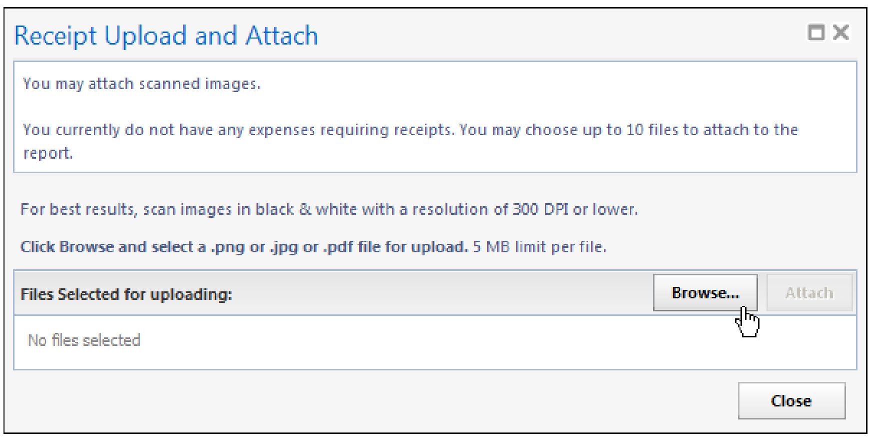


To attach images to a report:

1. Select **Receipts** > **Attach Receipt Images**.



2. The **Receipt Upload and Attach** window appears.



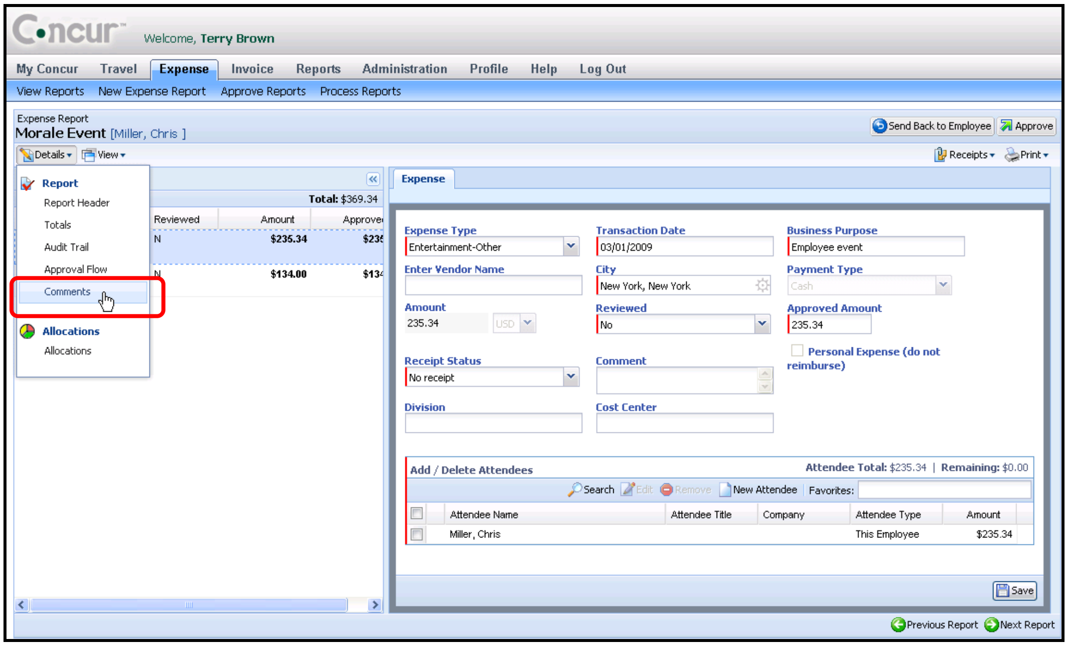
3. Click **Browse**.
4. Navigate to the image, then click **Open**.
5. Click **Attach**.
6. *Optional:* Repeat steps 3 - 5 until all images are uploaded.
7. Click **Close** in the **Receipt Upload and Attach** window.

The processor verifies the receipt image that displays for validity and accuracy, then moves to the next image, or approves the report at this time.

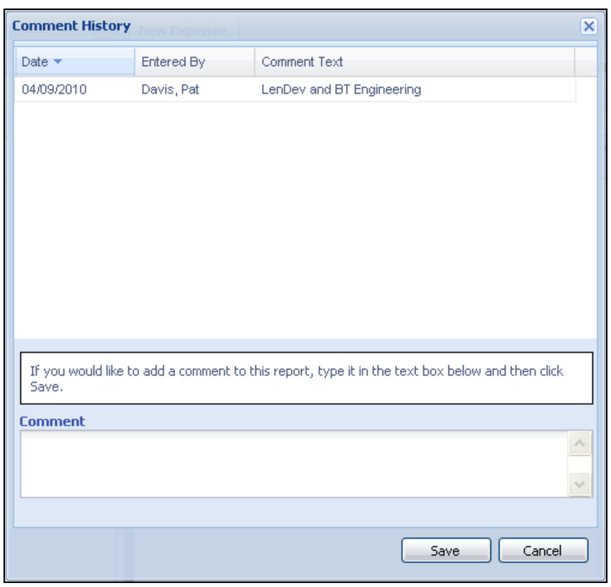
NOTE: The processor can always attach new images to the report by printing the fax cover page and using it as a cover page for faxing paper copies of the receipts to be appended to any existing images already associated with the expense report.

Viewing Comments on a Report

1. On the expense report, select **Details** > **Comments**.



The **Comment History** window appears.



NOTE: You can view and also add comments using this window.

2. Click **Close**.

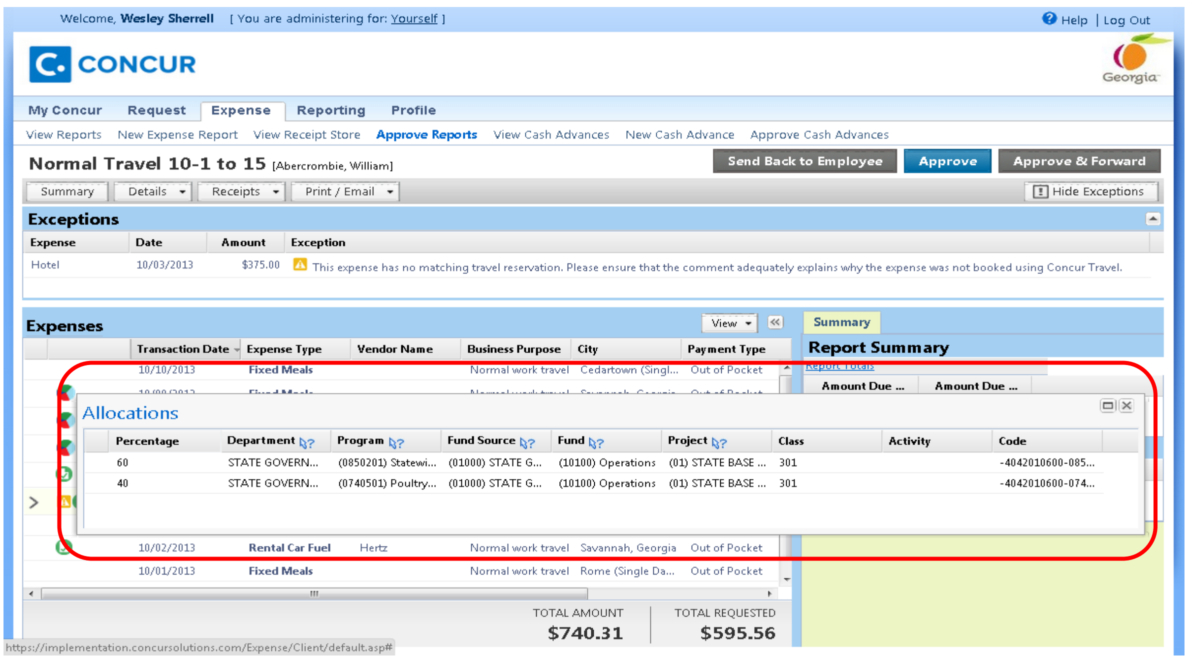
Viewing Allocations

Processors can view and modify the expense allocation details.

NOTE: Depending on your agency expense configuration, you may not be able to edit the allocation fields.

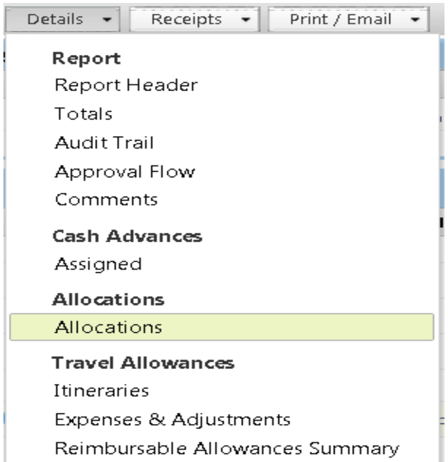
To view allocations:

On the expense report, mouse-over the allocation icon  to view the allocations.

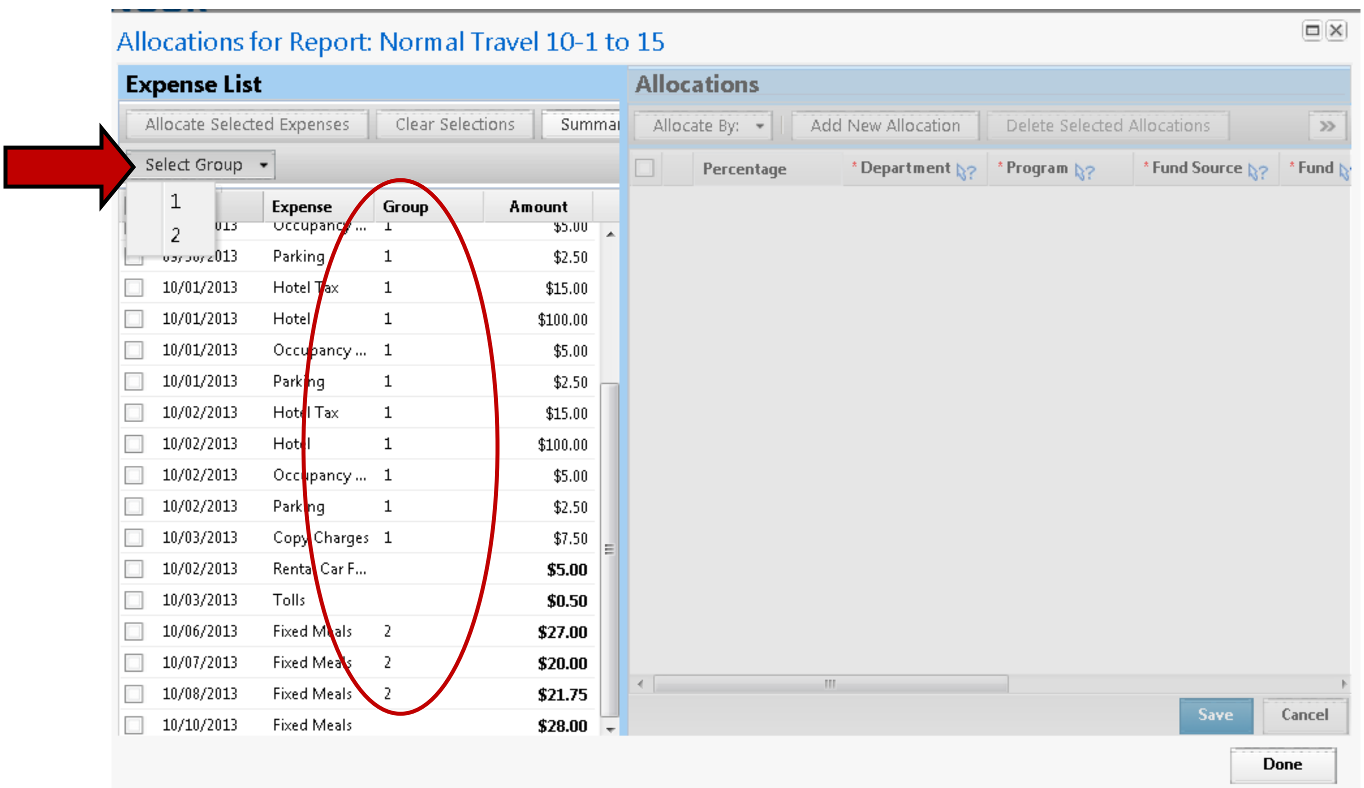


To modify allocations:

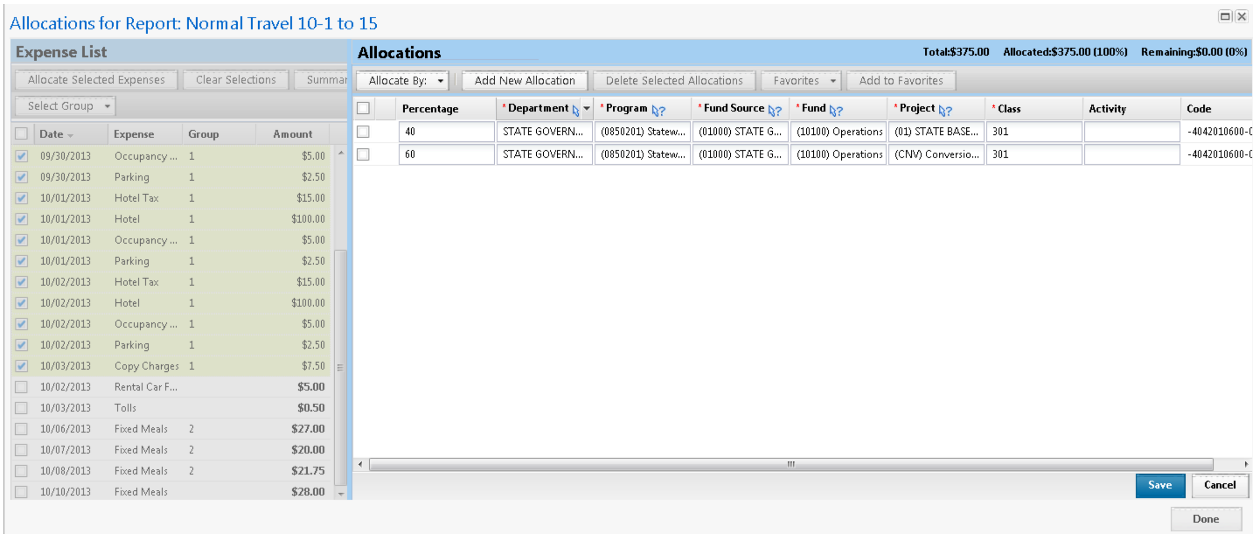
1. On the expense report, select **Details** > **Allocations**. The **Allocations for Report** window appears.



2. Select the check box next to the desired expense or expenses. More than one expense can be selected. If there are groups of Expenses and all the items in the group need to be adjusted, click on **Select Group** and choose the Group to make the correction to.



3. Click the **Allocate Selected Expenses** button. The allocation details appear in the right pane.



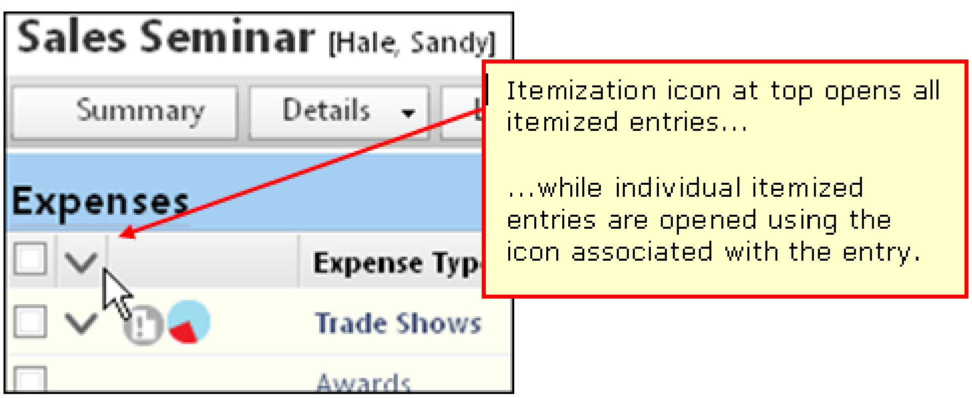
4. Make any necessary changes to any of the fields.

5. Click **Save**.

6. Click **Done**.

Viewing Itemizations

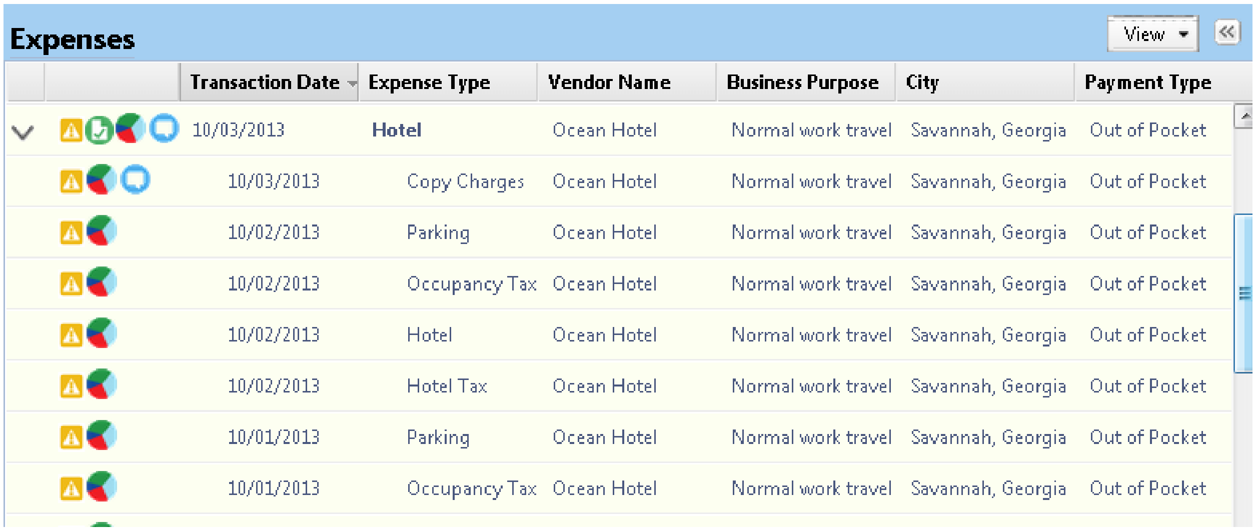
Processors can view the expense itemization details and modify selected details. The itemization details icon can be clicked at the top of Expenses to expand or contract the itemization list for all expense items. Individual expense itemization lists can also be expanded or contracted using the itemization details icon. To view and modify itemizations:



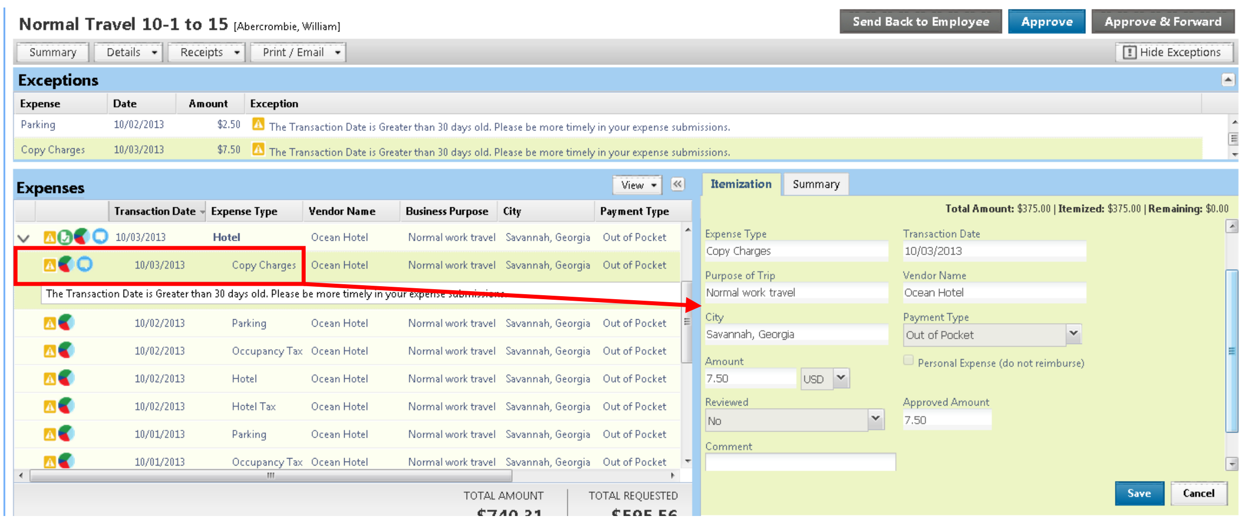
To view and modify itemizations:

1. On the expense report, click the itemization details icon (**>**) for an expense that contains itemizations.

The itemizations appear in list format.



2. Select an itemization row. The itemization details appear in the right pane.



3. Make any necessary changes.

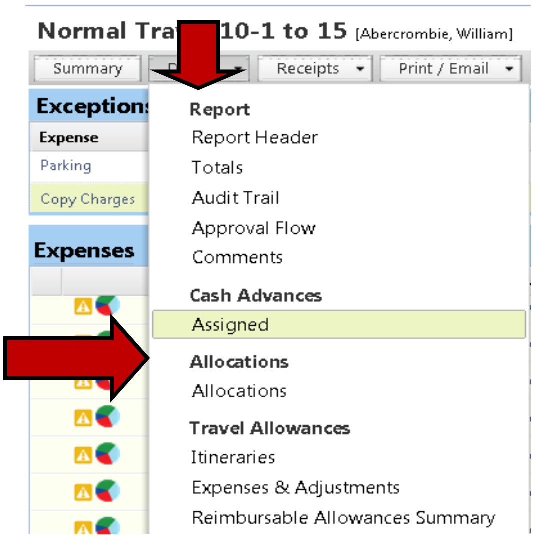
4. Click **Save**.

Viewing Cash Advances

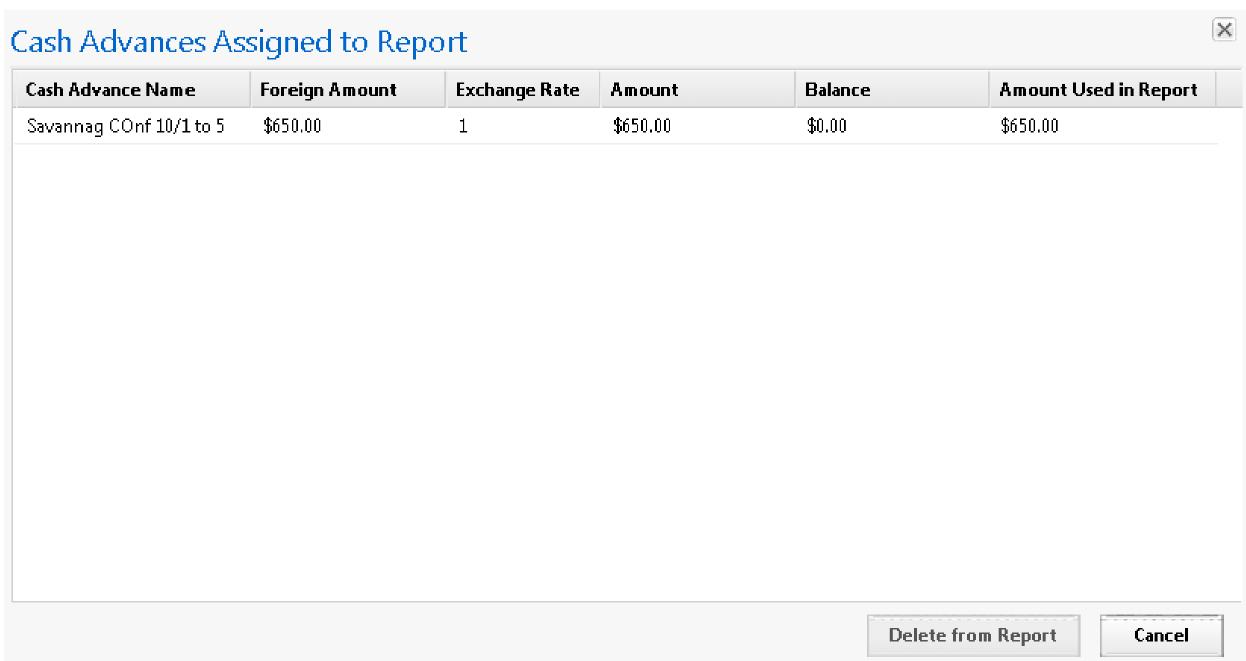
Processors may review the **Cash Advance Assigned to Report** window for an expense report. **NOTE:** This window is entirely read-only and for viewing purposes only.

To view the Cash Advances Assigned to Report window:

1. On the expense report, select **Details** > **Assigned** (under **Cash Advances**).



The **Cash Advances Assigned to Report** window appears.



12. Click **Cancel** to dismiss the window.

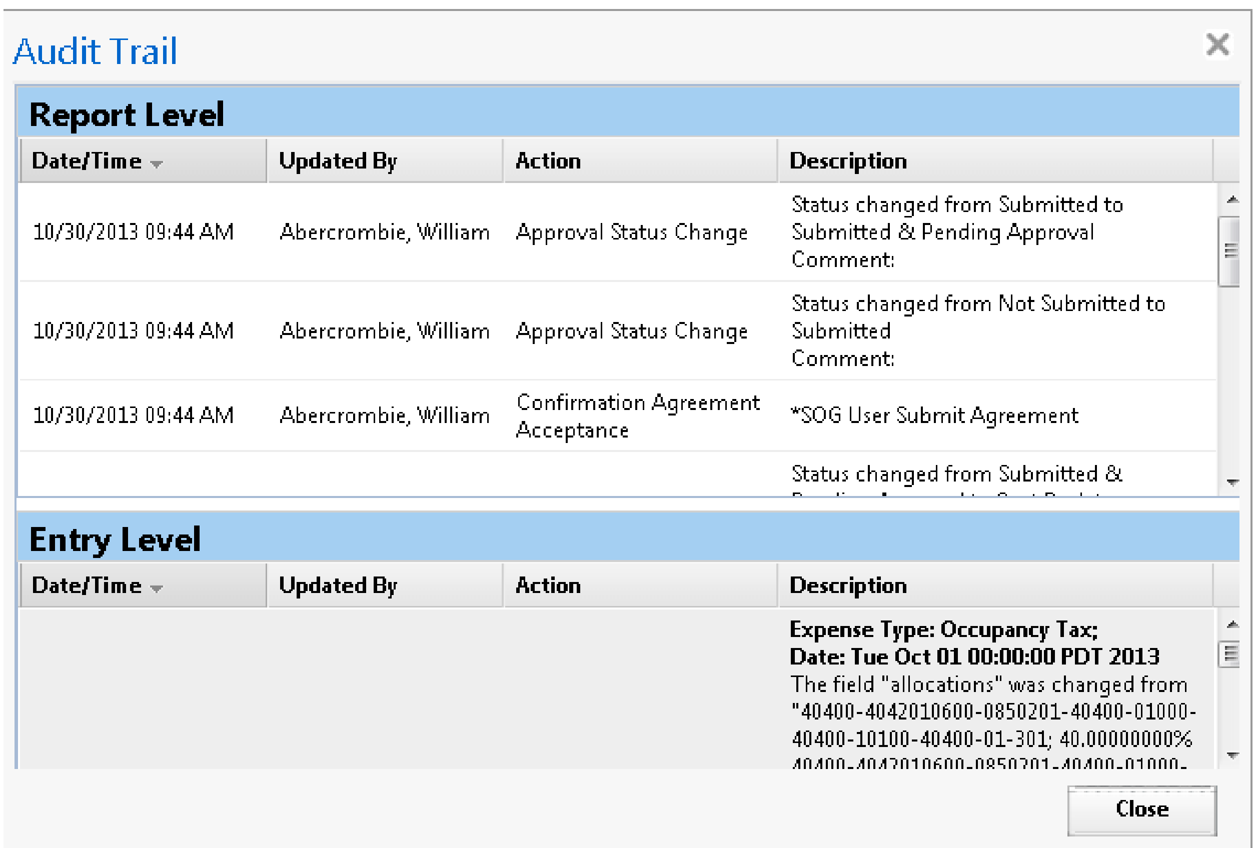
Viewing Audit Trail

Processors can view the audit trail for an expense report. This page is read-only.

To view the audit trail:

On the expense report, select **Details** > **Audit Trail**.

The **Audit Trail** window appears.



Typical actions that generate a report-level row:

Action	Description
Report Submission	Whenever a report is submitted, a row is generated.
Approval or Payment Status Change	Whenever the system or any user changes the approval or payment status of a report, a row is generated.
Comment Editing Status Change	Whenever a comment is no longer editable on the report, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each report level exception that exists, including flag, code, and level.
Report Level Field Edits after Submit	Whenever a field on a report is changed after it has been submitted, a row is generated.
Clearing Exceptions	Whenever exceptions are cleared, a row is generated.
Receipts or Images Received	Whenever receipts or images are marked as received, a row is generated.
Sent Back to Employee	If an entry is deleted while a report is in Resubmit status, a row is generated.
Manual Payment to Employee	If an entry within an expense report is paid manually to the employee, a row is generated.
Payment Hold	If an expense report enters payment hold, a row is generated.

Typical actions that generate an entry-level row:

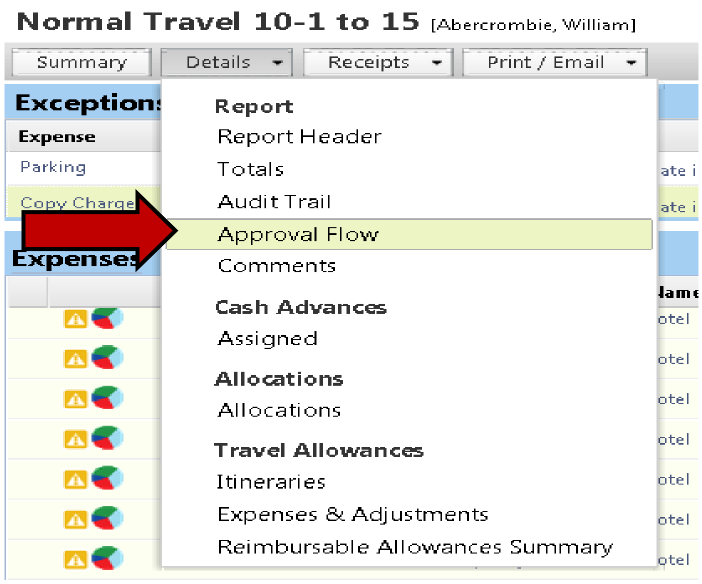
Action	Description
Comment Editing Status Change	Whenever a comment is no longer editable on an entry, a row is generated.
Exception Generation	Whenever a report is submitted that contains exceptions, a single row is added to the audit trail with each entry-level exception that exists, including flag, code, and level.
Entry Level Field Edits after Submit	Whenever a field on an entry is changed after it has been submitted, a row is generated.
Partially Approving or Rejecting an Entry	Whenever the system or a user partially approves or rejects an entry, a row is generated.

Viewing Workflow

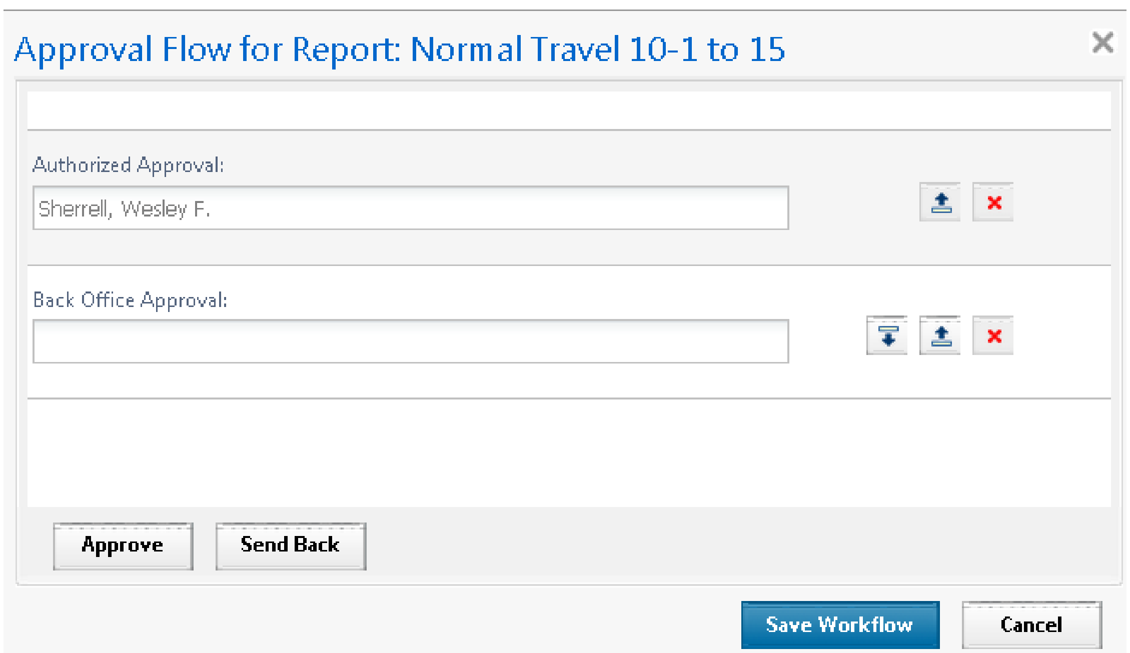
Processors can review the approval workflow for an expense report. Depending on configuration, the Back Office Processor can add additional approvers to the workflow process. If additional approvers are added to the workflow, the expense report will go to the added approvers upon completion of the Back Office Processor tasks.

To view the approval flow:

On the expense report, select **Details** > **Approval Flow**.



The **Approval Flow for Report** window appears.



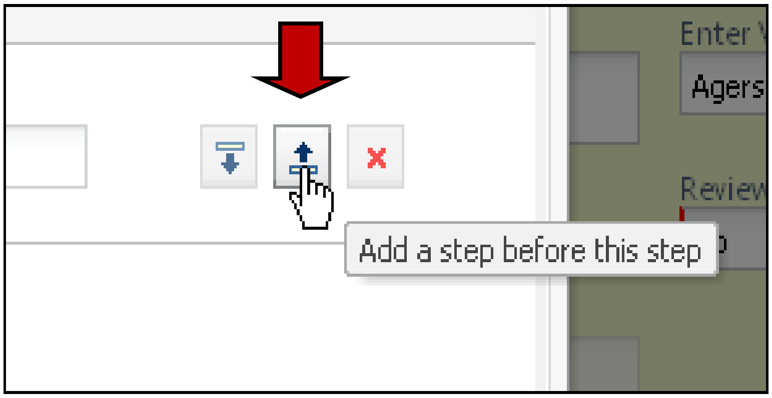
To add an approval step:

The Processor can add approval steps before or after certain workflow steps.

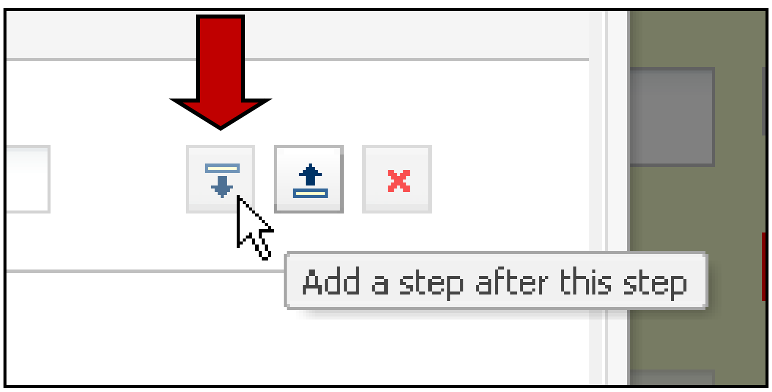
NOTE: If the processor adds steps after their own step, the final approval will cause the report to move into the **Processing Payment** status for extraction. The report will not return to the processor unless an additional processor step is explicitly added.

---

1. Click the **Add a step before this step** button to assign a new approver to the workflow prior to the desired step.



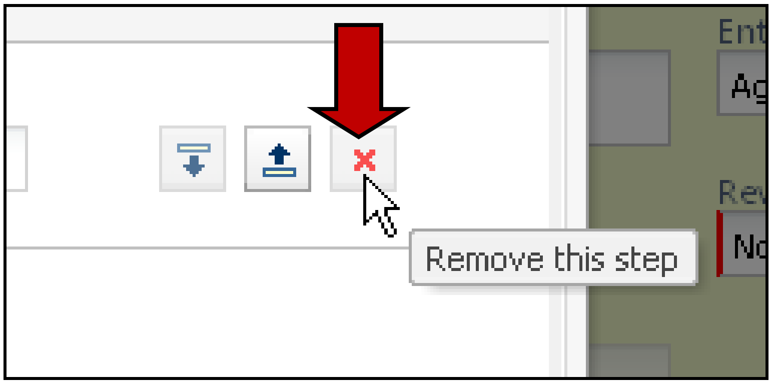
2. Click the **Add a step after this step** button to assign a new approver to the workflow after the desired step.



3. Click **Save Workflow**. The **Expense Report** page appears.

To remove a workflow step:

1. Click the **Remove this step** button to remove a workflow step.



2. Click **Save Workflow**.

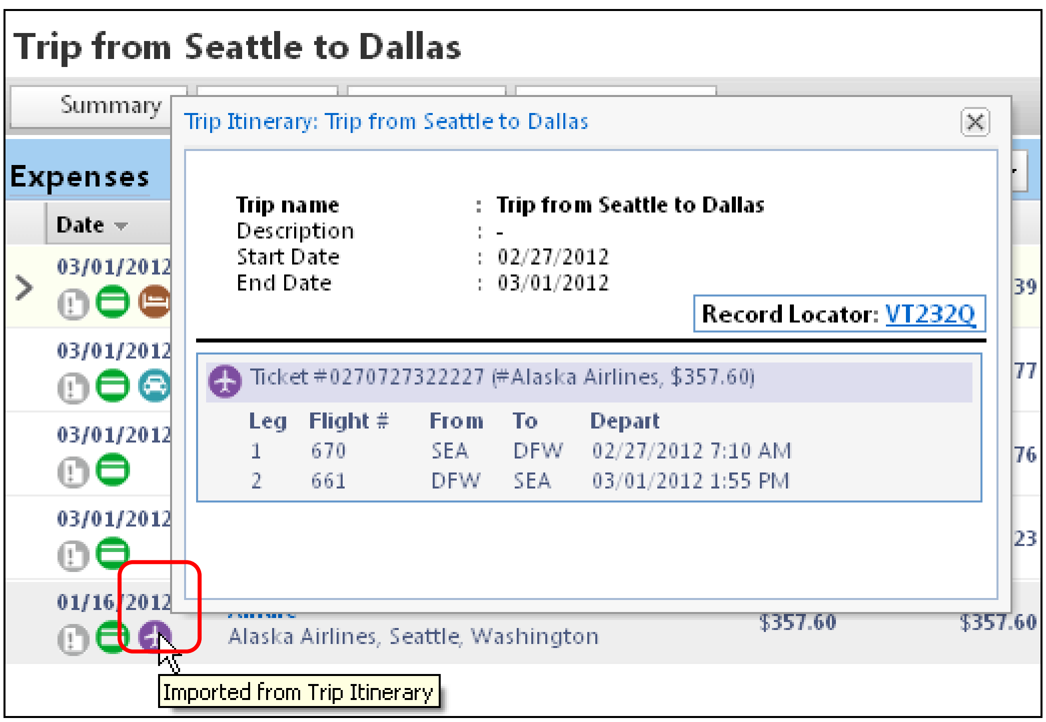
Viewing Trip Itinerary

The processor can view the Travel trip itinerary details.

► ***To view report header information:***

1. On the **Process Reports** page, open the desired expense report. The expense report appears, with the itinerary icon next to the associated expense.

2. Mouse-over the itinerary icon to view itinerary details. This example shows the airfare icon:
3. Click the **X** in the upper right corner to close the itinerary details.

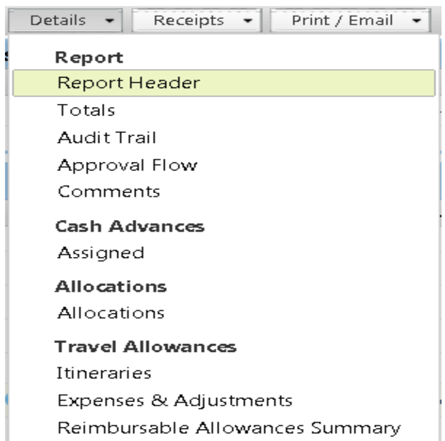


Viewing Report Header Information

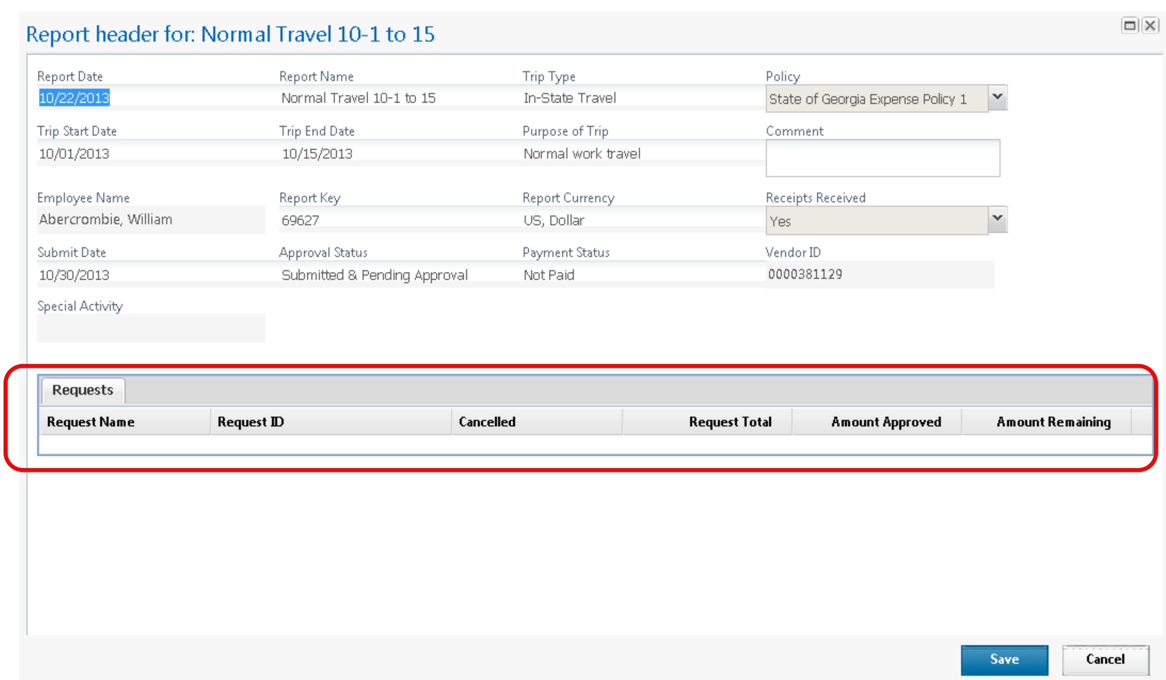
Report header information, including report header fields and any associated authorization requests, can be viewed from the **Expense Report** page.

To view report header information:

1. On the expense report, select **Details** > **Report Header**.



The **Report Header** window appears.



Note: If the report has an associated authorization request, the request information will appear on the header page as in the example below:

2. Make any necessary changes.

3. Click **Save**.

Clearing Exceptions

Exceptions can be cleared from an expense report up to the point at which they are approved and ready for extract (and beyond). At this point the exception remains with the report. When an exception is cleared the system will clear all exceptions within the report, including the report, expense entry, and sub-entry levels. Once an exception is cleared, it becomes inactive and an entry is recorded within the audit trail. To clear report exceptions:

To clear report exceptions:

1. On the **Process Reports** page, search for the expense reports that are to have exceptions cleared.

NOTE: The exceptions remain associated with the reports through the audit trail. The exception level is included in the exception level total stored at the report level.

2. Select the check boxes next to the desired expense reports.

3. Click **Clear Exceptions**. All exceptions are cleared, including the report level, entry level, and sub-entry level, and the exception icons turn blue.

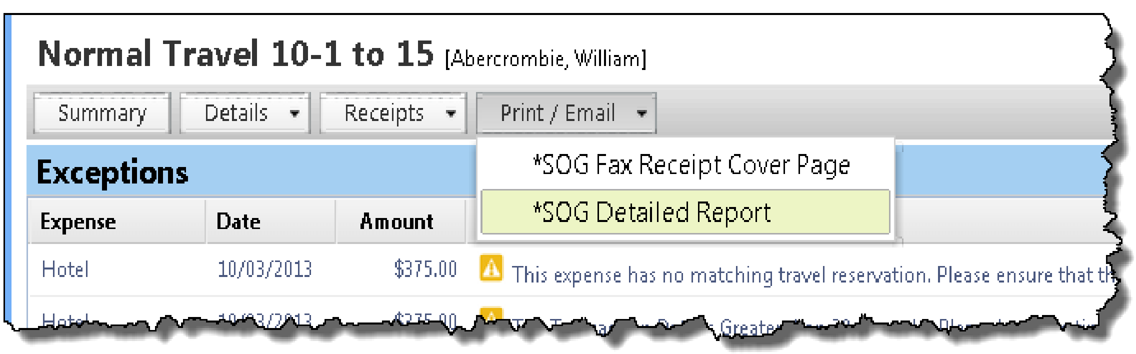
Printing the Report

All Back Office Processors can print expense reports created by employees within the groups they have rights to administer.

To print, email or create a PDF of the expense report:

1. On the expense report, click **Print/Email**.

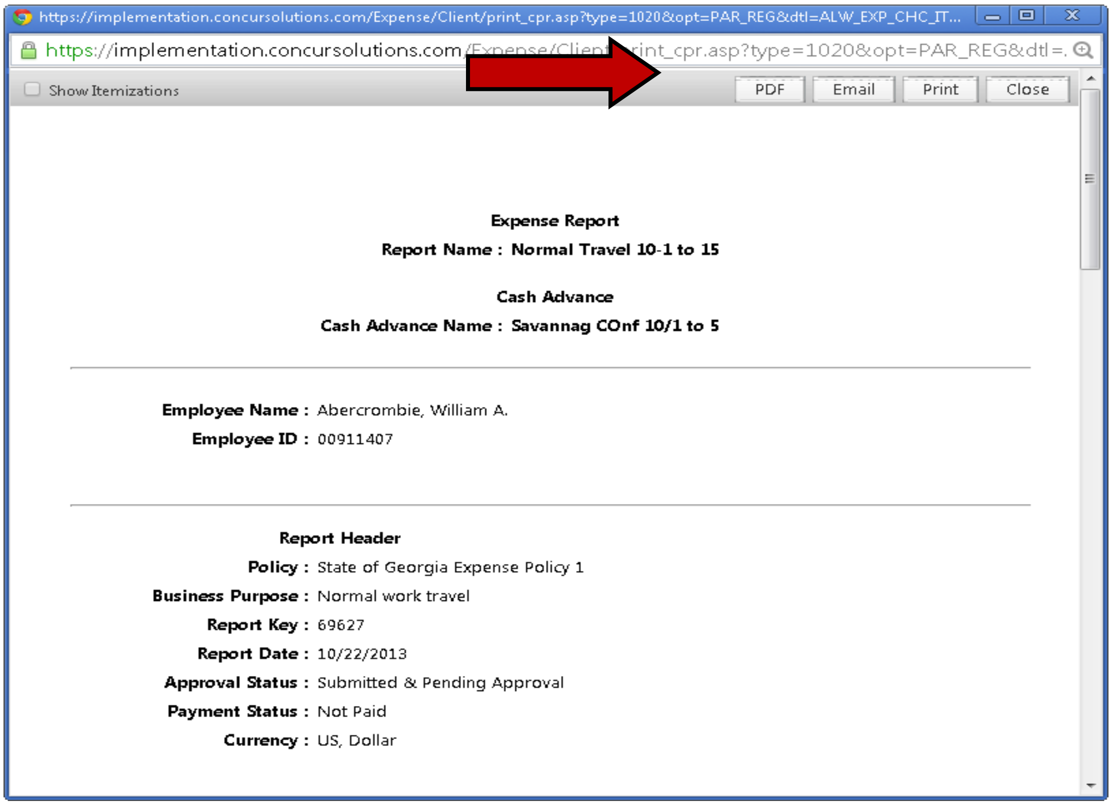
2. Select ***SOG Detailed Report**



The following table lists details of the Print/Email types:

Field	Description
Fax Receipt Cover Page	This cover page is used to accompany your faxed receipts and includes all of the information required to perform this action successfully.
Detailed Report	This report shows all of the report details.

3. Select the PDF, Email or Print option.



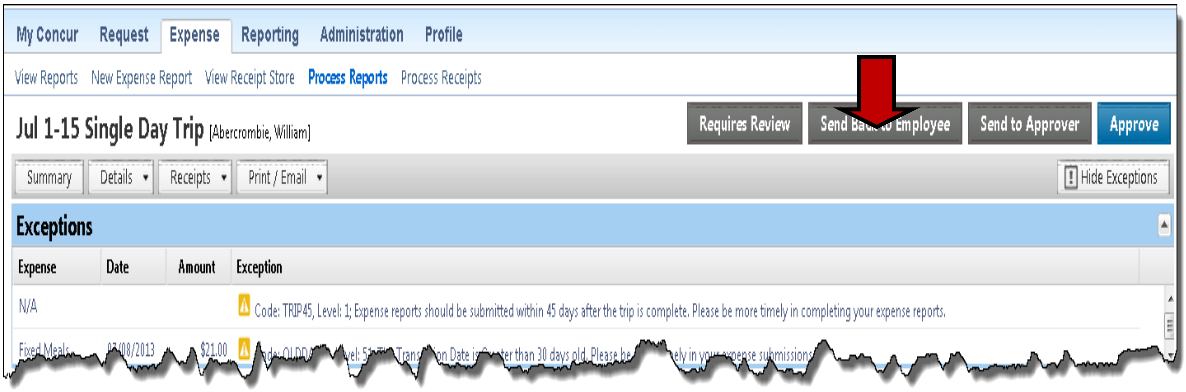
Modifying Report Status

Sending an Entire Report Back to the Employee

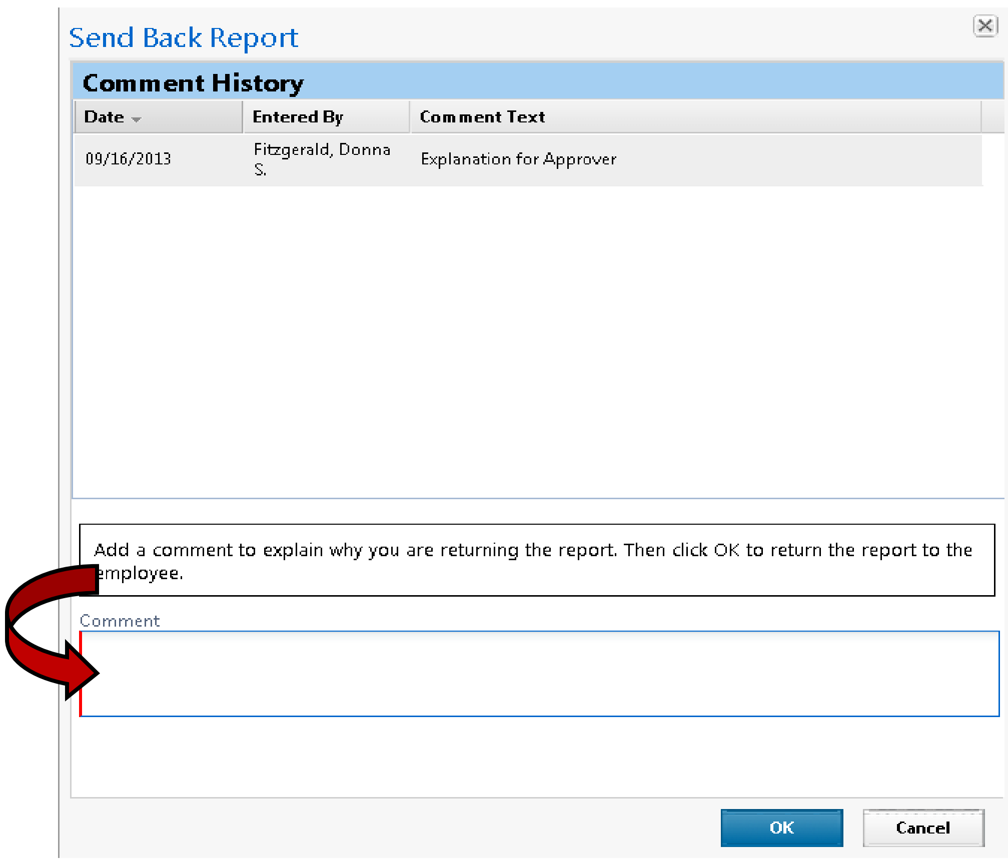
If any item on the Expense Report requires modification by the employee before it can be approved, the processor must send the entire report back to the employee, allowing the employee to edit and resubmit the report.

To send an expense report back to an employee:

1. On the expense report, click **Send Back to Employee**.



2. The **Send Back Report** window appears.



3. Enter comments explaining why you are returning the expense report.

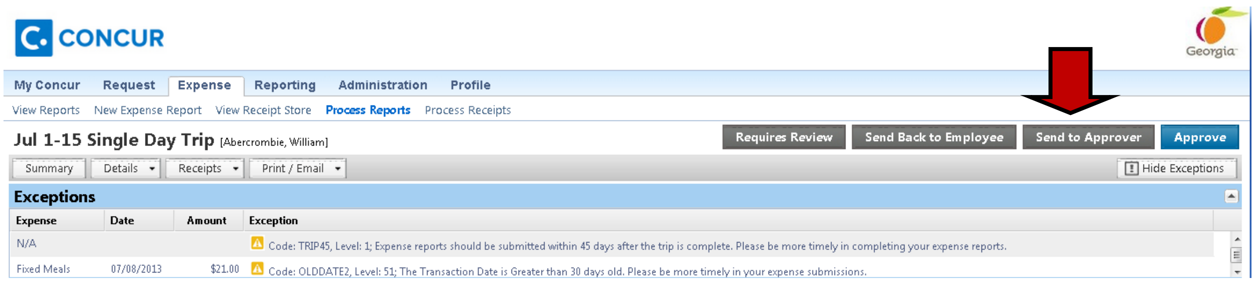
4. Click **OK**. The expense report is returned to the employee.

Sending a Report to Another Approver

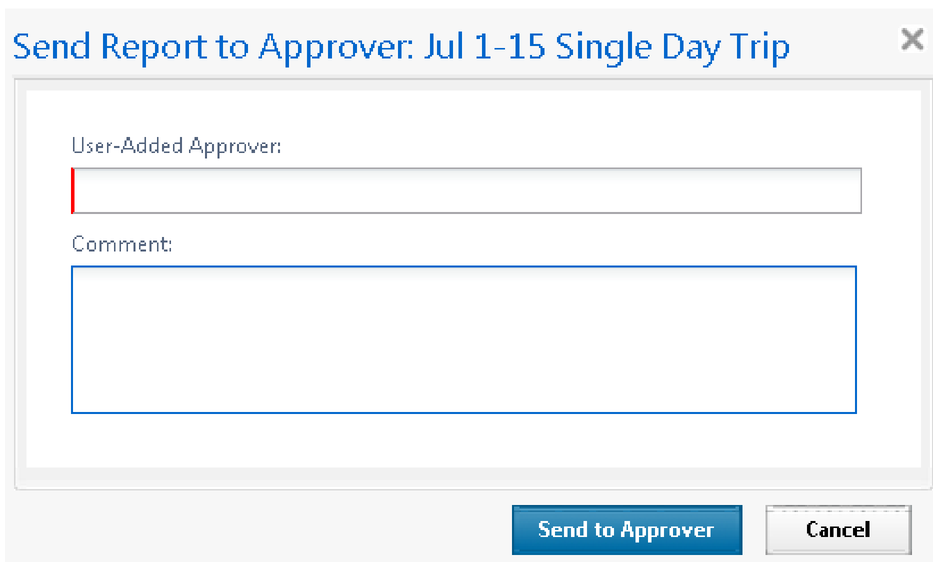
The processor can send the report to an additional approver, if necessary.

To send an expense report to another approver:

1. On the expense report, click **Send to Approver**.



The **Approval Flow** window appears



2. Click in the User-Added Approver field

3. Type in the last name of the approver or enter * to view all approvers in your agency. Select the desired approver.

4. Click **Send to Approver**.

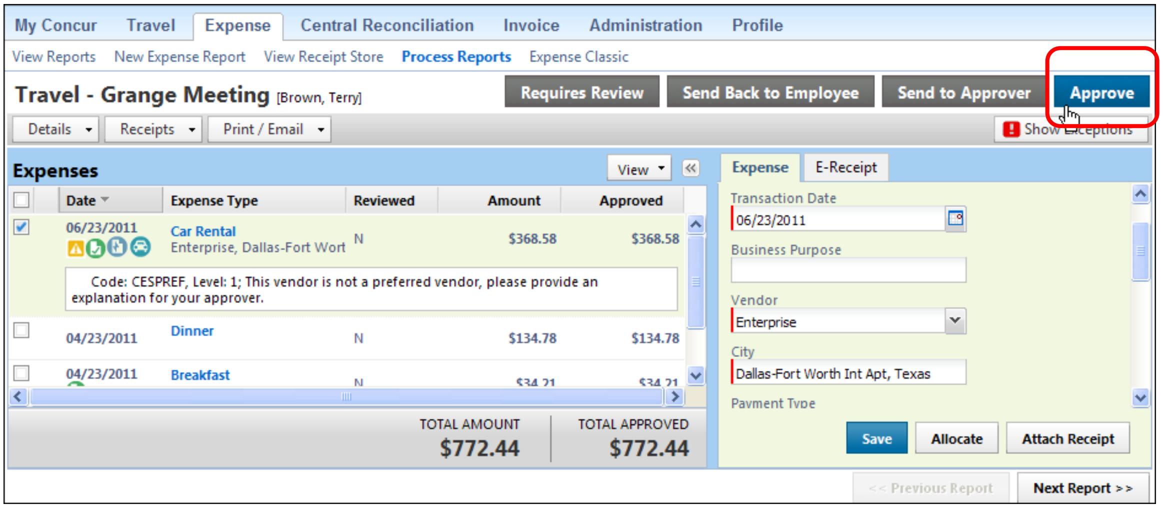
Approving Reports and Expenses

Approving Reports

The processor can approve reports.

To approve a report:

On the expense report, click **Approve**.



Using the "Review in Progress" Message

You may occasionally have an expense report that requires further follow-up or research before you can make the appropriate authorization decision. You can use the "Review in Progress" feature to indicate to another processor that the report is being reviewed. Marking a Report for Review can also be used to indicate to other Processors that you are working on that report.

NOTE: This feature will benefit agencies that have multiple processors.

IMPORTANT!

"Review in Progress" is not an approval status or a workflow status – it is simply a message or warning. It does not affect approval; it does not change the workflow; it does not actually prevent another processor from taking other processor actions (for example, sending the report back to the employee). It is intended to provide a warning to other processors that the report is under review by a Back Office Processor.

In addition, the "Review in Progress" message appears only to the processor. The employee or approver will not see the message.

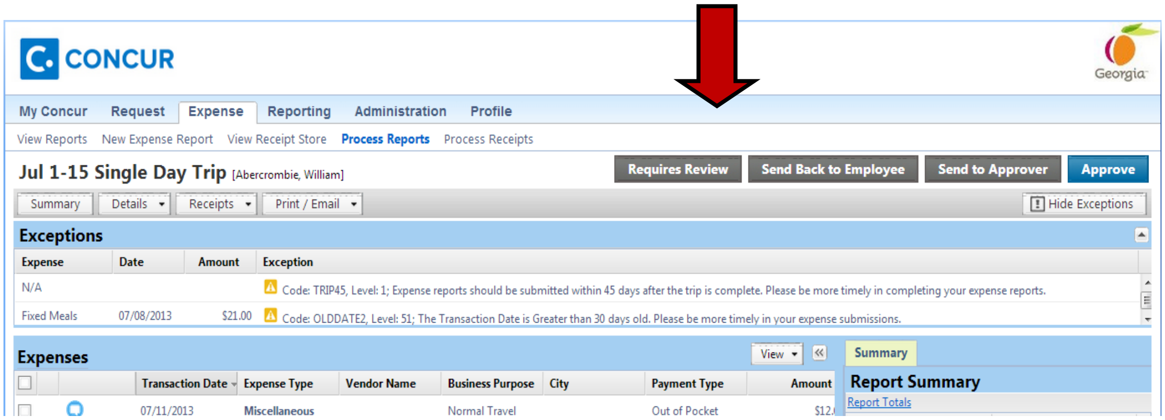
Please note that when a Processor marks a report as “Review in Progress” the report cannot be recalled by the employee.

Marking a Report

Search for reports using your normal process – using the search area or by running a query – as described previously in this guide. Reports that are marked with the "Review in Progress" message are included in the results, for example, the *Reports Ready for Processing* query returns reports with ***and*** without the "Review in Progress" message.

To mark a report:

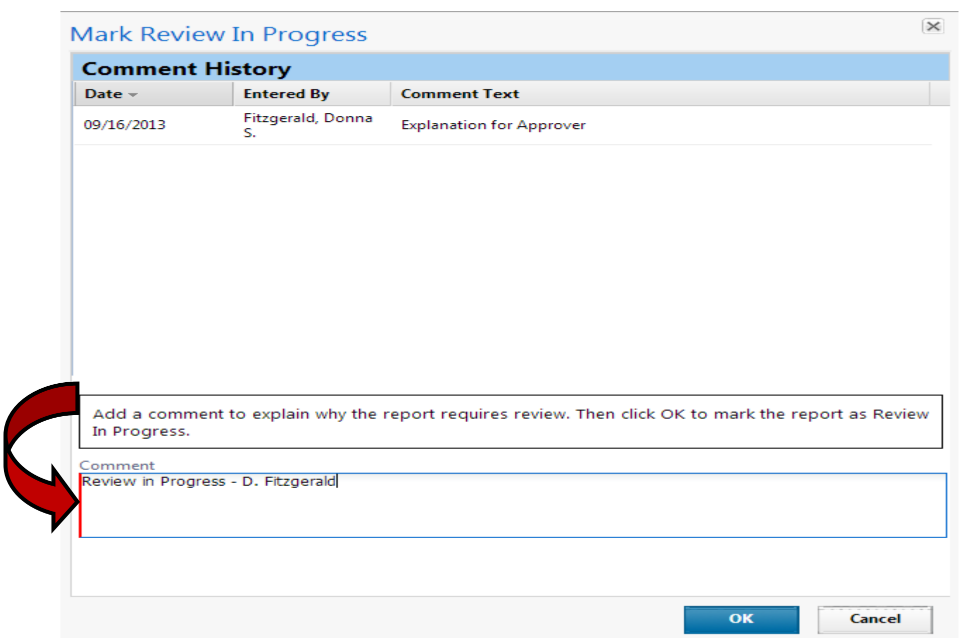
1. Open the desired report. The report opens and the **Requires Review** button appears.



> **NOTE:** You can mark a report ***only*** when the report is pending the processor step, like *Approved & In Accounting Review*. The **Requires Review** button does not appear if the report has any other status, such as *Submitted & Pending Approval*.

2. Click **Requires Review**. The **Mark Review In Progress** window appears

3. Enter a note in the Comment Field. Review in Progress comment defaults, simply add your name as the Reviewer. Click **OK**.

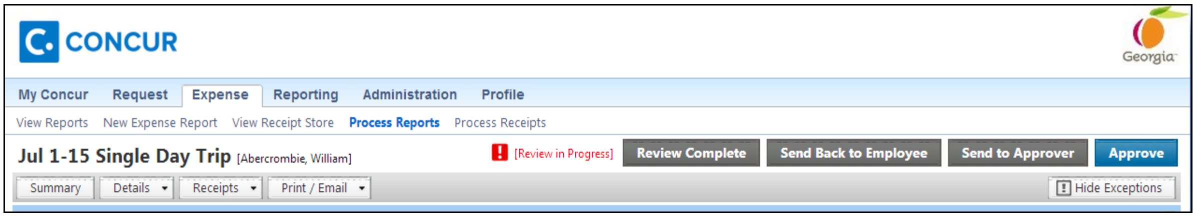


> **NOTE:** The *Review in Progress* text appears by default in the **Comment** field.

Viewing the Message

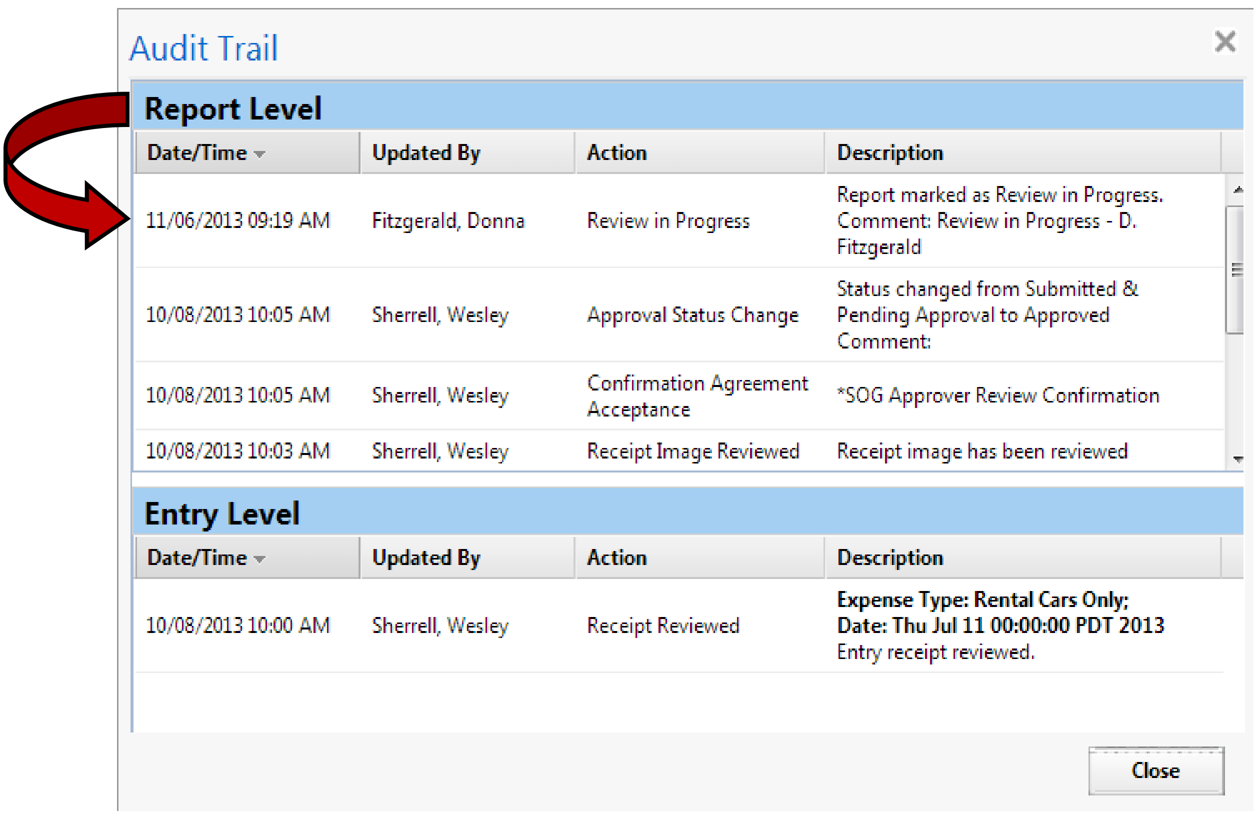
The message appears in several places and to all processors - ***not*** just the processor who originally marked the report.

It appears on the expense report in processor.



- Notice the "Review in Progress" message at the top of the page.
- Hover the mouse pointer over the message to see the full comment, date, and processor's name.

It also appears in the Audit Trail for the processor. This is not visible to users or approvers. (Details/Audit Trail (under Report Header section)



Audit Trail

Report Level

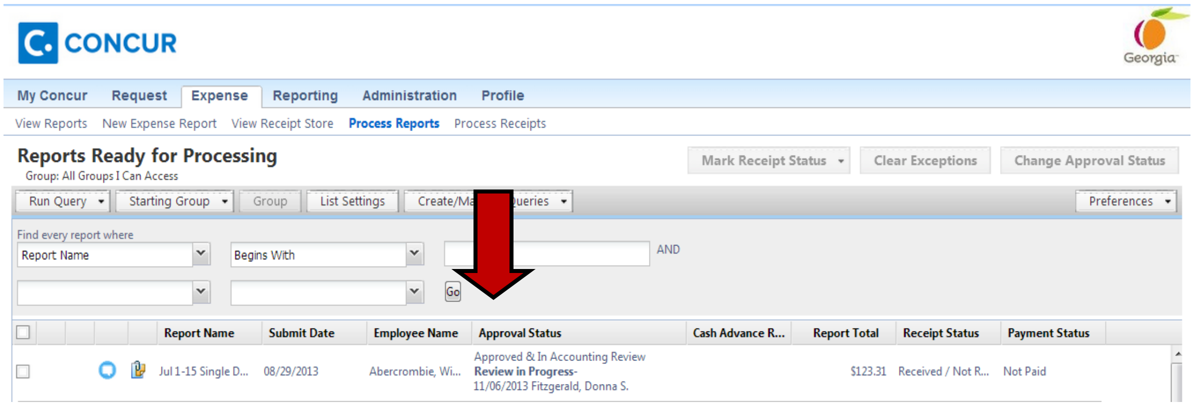
Date/Time	Updated By	Action	Description
11/06/2013 09:19 AM	Fitzgerald, Donna	Review in Progress	Report marked as Review in Progress. Comment: Review in Progress - D. Fitzgerald
10/08/2013 10:05 AM	Sherrell, Wesley	Approval Status Change	Status changed from Submitted & Pending Approval to Approved Comment:
10/08/2013 10:05 AM	Sherrell, Wesley	Confirmation Agreement Acceptance	*SOG Approver Review Confirmation
10/08/2013 10:03 AM	Sherrell, Wesley	Receipt Image Reviewed	Receipt image has been reviewed

Entry Level

Date/Time	Updated By	Action	Description
10/08/2013 10:00 AM	Sherrell, Wesley	Receipt Reviewed	**Expense Type: Rental Cars Only; Date: Thu Jul 11 00:00:00 PDT 2013** Entry receipt reviewed.

Close

It also appears on the processor search results page.



- In the **Approval Status** column, the "Review in Progress" message appears along with the date and the processor's name.

- Hover the mouse pointer over the **Comments** icon to see the full comment.

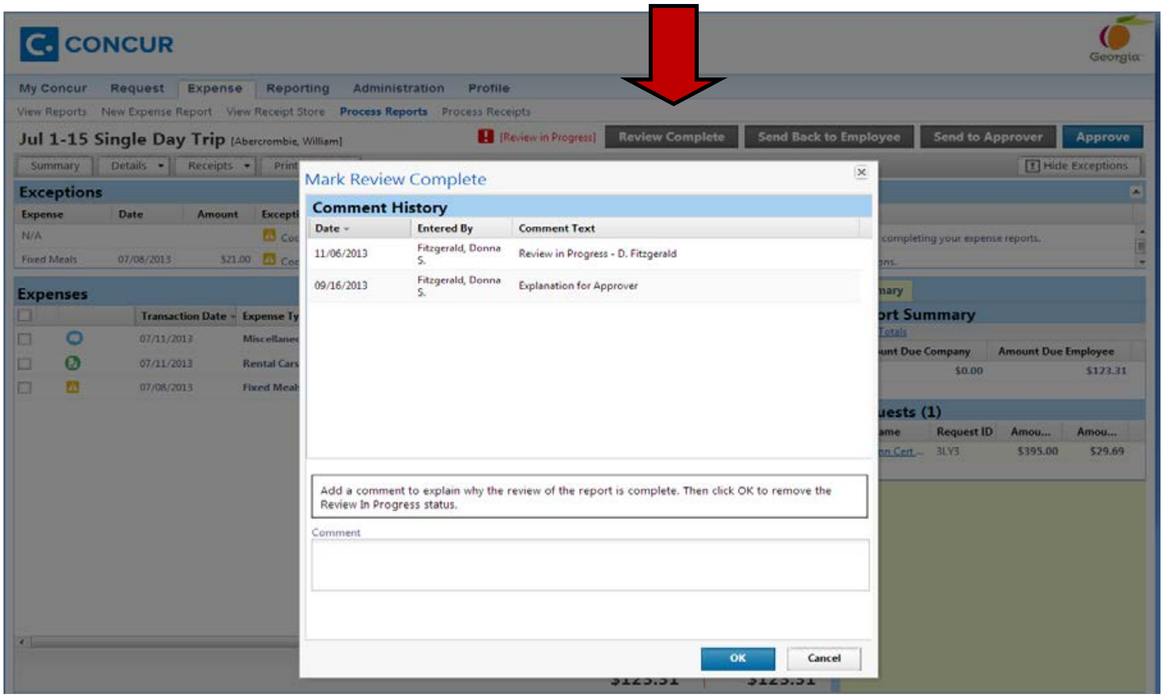
Un-marking a Report

Once you have completed the follow-up review, you can remove the "Review in Progress" message (un-mark the report).

NOTE: The "Review in Progress" message can be removed by any processor - not just the one who originally marked the report.

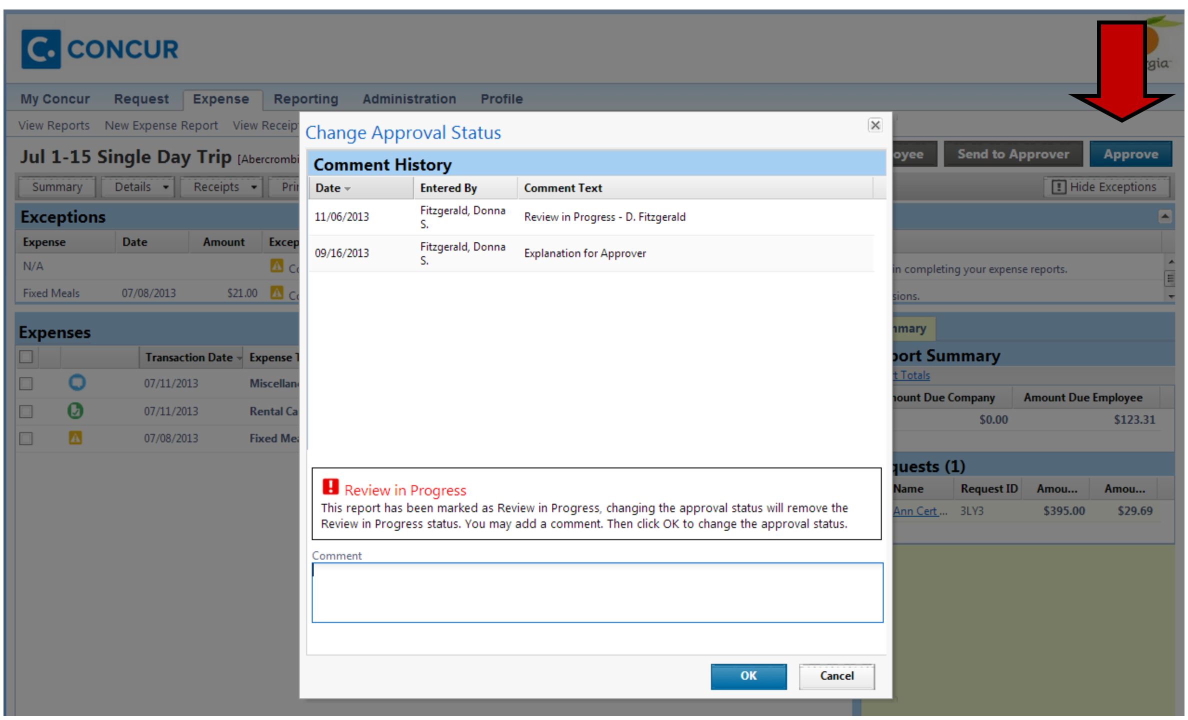
You can either:

- Open the report, click **Review Complete**, add a comment, and click **OK**.



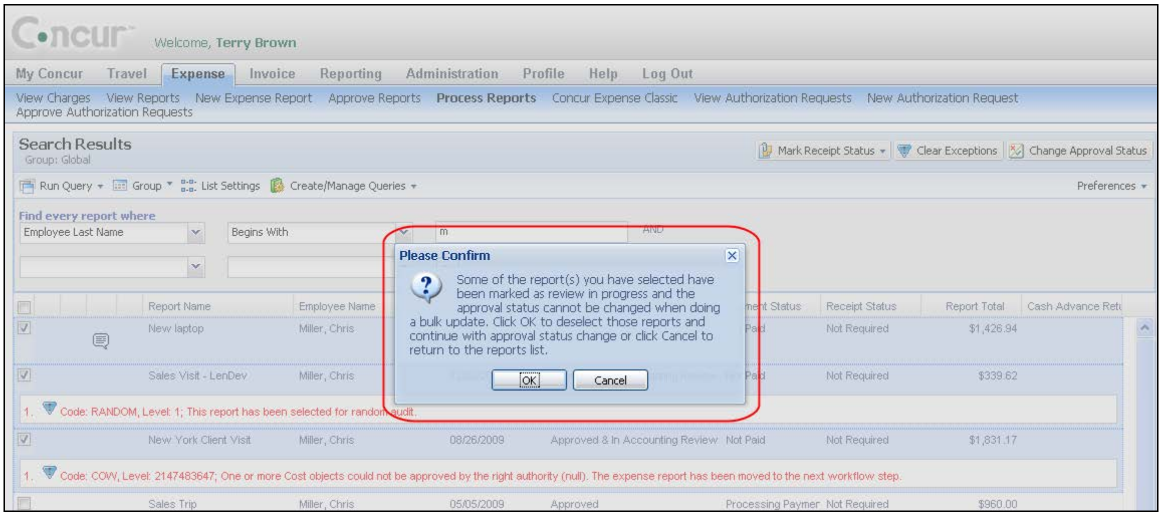
- or -

- Complete another processor action. For example, if you click **Approve**, a message appears indicating that the "Review in Progress" message will be removed if you continue. It does not prevent the action.



Restriction - Taking "Bulk" Actions

The report cannot be un-marked by completing a "bulk" action, such as changing the approval statuses for several reports on the search results page.



If you click **OK** in the **Please Confirm** box, the marked report is deselected and remains unchanged while the other selected reports are affected (in this case, the approval status is changed).

Report Recall

For the most part, the user will never know that the report has been marked. There is no indication on the user's **Report List** page or in the Audit Trail (visible to the user).

<u>However, a report with the "Review in Progress" message cannot be recalled</u>. If the user attempts to recall the report, the user receives a message that the report cannot be recalled.